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ABSTRACT

Since 1969, the Pacific Southwest Regional Medical Library Service (PSRMLS) has provided programs and services to promote the development of hospital libraries, both by encouraging the establishment of new libraries and by aiding existing libraries in improving services and resources. This document reports the results of an evaluation project designed to determine the development of hospital libraries in the Pacific Southwest Region over the past 15 years; measure the impact of PSRMLS; determine which hospitals in the region have organized libraries; and gather baseline data on hospital and other health sciences libraries for future comparison. Data gathered from a questionnaire were compared to the results of two previous surveys made in 1969 and 1971. Following an executive summary and introduction, the report is divided into six sections: (1) methodology of data collection and analysis; (2) hospital library development, including paired data comparison, composite data comparison, and existence of core services and resources; (3) the impact on the region of PSRMLS programs and services; (4) the identification of hospital libraries within the region; (5) the future use of baseline data; and (6) summaries of the study results. In addition to tables and charts presented in the text, appendixes contain detailed data breakdowns. (THC)

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HOSPITAL LIBRARY DEVELOPMENT AND THE IMPACT OF *PSRMLS* SERVICES:

REPORT OF AN EVALUATION PROJECT

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HOSPITAL LIBRARY DEVELOPMENT AND THE IMPACT OF PSRMLS SERVICES: REPORT OF AN EVALUATION PROJECT

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HOSPITAL LIBRARY DEVELOPMENT AND THE IMPACT OF PSRMLS SERVICES: AN EVALUATION PROJECT

Executive Summary

Since 1969 the Pacific Southwest Regional Medical Library Service (PSRMLS) has provided programs and services to promote the development of hospital libraries, both by encouraging the establishment of new libraries and by aiding existing libraries in improving services and resources. The ultimate goal of these efforts is to enhance health professionals' access to information. An evaluation project was designed:

* to determine the development of hospital libraries in the Pacific Southwest Region over the past fifteen years
* to measure the impact of PSRMLS
* to determine which hospitals in the Region have organized libraries
* to gather baseline data on hospital and other health sciences libraries for future comparison

To meet these goals, a written questionnaire was designed; the data gathered from this questionnaire were compared to the results of two previous surveys.

Hospital libraries have shown progress in almost all areas of library activity and service. A comparison of library data collected in 1971 with data from the 1984 questionnaire showed that: 1) staff sizes have increased dramatically, 2) more libraries maintain larger and more current collections, 3) all libraries reporting both in 1971 and 1984 now subscribe to either Index Medicus or Abridged Index Medicus, 4) interlibrary borrowing and lending increased, and 5) many more libraries provide reference service now than in the past. Comparing data gathered in 1969 with that from 1984 showed similar progress. The number of librarians with a professional M.L.S. degree increased from 35 in 1969 to 249.5 in 1984, collections are larger and more current, and more libraries now provide services such as compiling bibliographies, routing tables of contents, and photocopying.

Library development was measured against a core of basic resources and services which should be provided by a well-developed hospital library. PSRMLS staff defined this core to include designated library personnel, reference services of various types, existence of current journal, monograph, and audiovisual collections, and interlibrary lending and borrowing. One-third of the hospital libraries responding to the survey did provide all of the core services and resources. Examination of the core elements missing from the other two-thirds indicates areas in which library development efforts need to be focused: incorporating audiovisuals in library collections, increasing interlibrary lending, expanding availability of nursing indexes, and advertising services to user groups.

Respondents were asked to rate the quality of PSRMLS activities in the areas of consulting, basic skills training, online continuing education, reference service, publications, and resource sharing. Respondents indicated that PSRMLS offers quality services which have resulted in specific changes in the services of Region 7 libraries. Further evidence of the relationship between PSRMLS services and hospital library development is that libraries providing all of the core services and resources have used a large number of PSRMLS services.

The evaluation project succeeded in identifying 284 hospitals known to have libraries with centralized collections, and showed that extensive development of hospital libraries has occurred in the Region over a fifteen-year span. This project also showed that PSRMLS services and programs had a positive impact on the development of these libraries. Furthermore, the evaluation laid a firm foundation for future analysis of PSRMLS effectiveness and regional library development.

HOSPITAL LIBRARY DEVELOPMENT AND THE IMPACT OF PSRMLS SERVICES: REPORT OF AN EVALUATION PROJECT

This report is divided into six sections. The methodology of data collection and analysis is described in Section II. The data analysis for each goal is described in Sections III, IV, and V. Section III describes hospital library development; Section IV presents the impact of PSRMLS programs and services; and Section V discusses the identification of hospital libraries within the Region. Section VI describes the future use of baseline data, and Section VII summarizes the results of the study. In addition to tables and charts presented in the text, appendixes contain detailed data breakdowns. Appendix A includes the 1984, 1971, and 1969 questionnaires, and Appendix B contains data summaries for each question from the 1984 questionnaire. Appendix C contains comparisons of 1984 data with previous studies and presents core data information. Comments provided in response to question 29 on the 1984 questionnaires appear in Appendix D.

I. Introduction

Over the past fifteen years, the Pacific Southwest Regional Medical Library Service (PSRMLS) has provided a variety of programs and services for libraries, institutions, and health professionals in Region 7 of the National Library of Medicine's Regional Medical Library (RML) Network. One of the primary goals during this period was to promote the growth and independence of hospital libraries as the most direct way of improving access to health sciences information for health professionals. An evaluation project was designed to assess how hospital libraries have developed in Region 7 and to assess the impact of PSRMLS services on library development. The goals of the evaluation project were:

1. to determine the level of development of hospital libraries in the Pacific Southwest Region,
2. to measure the past effectiveness of PSRMLS,
3. to determine which hospitals have libraries, and
4. to gather baseline data on hospital and other health sciences libraries in Region 7 for future comparison.

The level of development of the hospital libraries in the Region (Goal 1) was assessed by two techniques: a) a survey was constructed to gather organizational and operational data on these libraries, and the current data were compared to data collected in 1969 and in 1971 to measure changes in staffing, collections, and services; b) a core of library resources and services that characterizes a well-developed hospital library was specified by the PSRMLS staff, and the questionnaire measured regional hospital library development against this core.

The second goal of the evaluation project was to measure the past effectiveness of PSRMLS services in the areas of consulting, basic skills training, online training and continuing education, reference service, publications, and resource sharing. Feedback obtained from recipients of PSRMLS services in the past has indicated a high degree of effectiveness; the survey was designed to document this effectiveness. The survey queried respondents on both the quality of service and the resulting improvements in the hospital libraries.

Although all hospitals in Region 7 have been identified and are on the PSRMLS mailing list, it is not known exactly how many of these hospitals have library services. Goal 3 of the evaluation project was to determine which hospitals have libraries and which do not as revealed by questions in the survey. These data will enable PSRMLS to focus certain mailings specifically on hospitals with libraries, and to target other services and/or programs for hospitals without library services.

In addition to gathering data on hospital libraries, other health sciences libraries in the Region were also surveyed in order to establish baseline data for all of the libraries (Goal 4). This data is library-specific, and can be used in any future evaluations of regional health sciences library development.

II. Methodology

A written questionnaire was designed to gather data both pertinent to the goals of the study and comparable to data gathered in two earlier questionnaires. This questionnaire was mailed to each of the libraries on the PSRMLS mailing list. The resulting responses and the data of the two previous surveys were analyzed.

Two members of the PSRMLS staff working with a biostatistician designed the survey instrument to elicit two types of information about a library: the level of development of the library, and the effectiveness and impact of PSRMLS services upon the library. The length of the questionnaire was kept to a minimum to insure a greater response rate. Several questions from previous surveys were included on the current questionnaire to allow comparison of present development levels of hospital libraries within the Region to the levels measured in the late sixties and early seventies. The format of these questions was preserved. New questions were also designed to gather additional data.

A pretest of the completed questionnaire was sent to a small number of libraries. After these responses were obtained, the actual survey form to be used was finalized. Appendix A includes this form along with the 1969 and 1971 forms.

The survey forms were then mailed to libraries on the PSRMLS mailing list. This list consists mainly of hospitals in the

American Hospital Association Guide to the Health Care Field, along with other health-related organizations that have been added over the years. The focus of this survey mailing was the hospital library; other types of health sciences libraries were included in the mailing to provide baseline data for future comparison. To obtain an unbiased response, the questionnaire was sent out on UCLA Biomedical Library stationery by the Biomedical Librarian, rather than by PSRMLS. Libraries were asked to respond within four weeks.

A reminder letter was mailed to further encourage response. A subset of those libraries which had not responded to either mailing were called to encourage participation. Particular emphasis in follow-up was given to libraries which had answered the 1969 questionnaire. The analysis included all responses from hospital libraries--whether or not they fully completed the questionnaire.

The collected data were entered online into the UCLA campus mainframe computer, an IBM 3033. A backup copy of the data was kept on magnetic tape; this copy was updated approximately every other day during the data entry time period. The SAS (Statistical Analysis System) package was used to create and maintain the data set as well as to do the analytical computations.

Data cleaning was accomplished in two ways before the final results were obtained. First, frequency tables of responses to each question were generated. Many questions had a limited number of responses; any responses that were not within the possible subset of answers were tagged as errors. Comparison with the original survey forms yielded the correct responses, which were then entered into the computer. The second data-cleaning procedure consisted of scanning the question responses in search of "outliers": extreme responses to any of the questions. These, too, were verified and altered if necessary.

Two copies of the data will be saved on magnetic tape. The actual survey forms will also remain in storage. This will allow for the possibility of future study and comparison of library development and PSRMLS effectiveness with that of the past.

III. Hospital Library Development: Comparison and Assessment

The first goal of this evaluation project was to assess the development of hospital libraries in Region 7 over the last fifteen years. Findings from an unpublished report by Alison Bunting, "Evaluation Report: Impact of PSRMLS Extension Service,"[1] as well as informal communications from users of PSRMLS services, indicated that there has been significant hospital library development. Three different analyses were used to document this development: 1) a comparison of specific data collected in a 1971 directory questionnaire with 1984 responses, 2) a comparison of composite data from a 1969 survey conducted by George

Summers[2] with 1984 responses, and 3) an assessment of how many libraries provide core library services. Each of these three measures is discussed separately.

A. Paired Data Comparison, 1971/1984

Eight questions which were asked on a 1971 directory survey were included on the 1984 questionnaire. Paired data from 1971 and 1984 were compared for the 133 hospitals that responded to both questionnaires. These eight questions cover some of the most important services or operations in a hospital library: staffing levels, classification of monographs, listings of journal holdings, weeding, availability of either Index Medicus or Abridged Index Medicus, compilation of bibliographies, interlibrary loan, and reference services. There was a marked increase in almost all services and resources between 1971 and 1984. The tables that follow provide comparative data for each question, along with comments on significant changes. Appendix C has more in-depth computations.

The staff size of hospital libraries has increased dramatically from 1971 to 1984. Table 1 below shows the frequency of responses in each category of staff size for Region 7 hospitals. In 1971 the overwhelming majority of hospitals had one full-time

Table 1

Frequency Table of the Number of Full-Time Equivalent Staff in the Library in 1971 and 1984

Number of Full-Time Equivalent Staff	1971 Number of Libraries	1971 %	1984 Number of Libraries	1984 %
0-1	88	84%	36	42%
2-3	11	10%	31	36%
4-5	2	2%	10	12%
6-7	1	1%	5	6%
Over 7	3	3%	3	4%

equivalent (FTE) or less; in 1984 this pattern has shifted. Today, over 50% of the hospital libraries have more than one staff member, with 10% having six or more. This increase in staffing shows definite development of hospital libraries.

For those libraries that had staff both in 1971 and in 1984, a paired t-test was performed to compare the differences between the mean staffing levels in these two years. The sample of 85 libraries showed an average increase in the number of staff of 1.1 FTE, from a 1971 average of 1.2 FTE to a 1984 average of 2.3 FTE. The estimated standard deviation of the 1971 FTE data is 1.6; the 1984 estimated standard deviation is 2.4. The set of 85 libraries can be viewed as a sample from a superpopulation of hospital libraries. The sample paired t-statistic value is 4.04 which has a P-value of less than 0.1%, indicating that a sample having such a large increase in average staff size was very unlikely if the true average staff level in the population has remained unchanged over the years. Thus there is strong evidence that on the average, library staffing levels have increased from 1971 to 1984. The estimated average increase in staff size is about one person per library.

Table 2

Classification of Monographs:
Are monographs classified?

1971 yes/1984 yes	1971 yes/1984 no
100	6
1971 no/1984 yes	**1971 no/1984 no**
15	6

Table 3

Journal Holdings List:
Is a journal holdings list available?

1971 yes/1984 yes	1971 yes/1984 no
107	8
1971 no/1984 yes	**1971 no/1984 no**
8	2

In the area of classification of monographs and provision of journal holdings lists there was not much change between 1971 and 1984 data (Tables 2 and 3). However, it is noteworthy that about 80% of the libraries classified books and provided journal holdings lists, both in 1971 and 1984.

Table 4

Collection Weeding:
Does the library weed its collection?

1971 yes/1984 yes	1971 yes/1984 no
50	2
1971 no/1984 yes	**1971 no/1984 no**
60	3

Since 1971 there has been a marked increase in the number of libraries that weed their collections. Of those libraries that did not weed in 1971, ninety-five percent (60 of 63 libraries) now weed their collections (Table 4). Weeding is undertaken to keep collections up-to-date or because of space limitations. The 1969/84 data comparison described in Section B reveals that the size of collections increased over the last fifteen years, and at the same time the currency of the collections improved. Hence, it appears that the increased weeding was not just to relieve space constraints but also to discard dated texts.

Table 5

Index Medicus and/or Abridged Index Medicus:
Does the library have at least one of these publications?

1971 yes/1984 yes	1971 yes/1984 no
99	0
1971 no/1984 yes	**1971 no/1984 no**
20	0

Table 6

Manual and/or Computer Bibliographies:
Does the library compile bibliographies for its users?

1971 yes/1984 yes	1971 yes/1984 no
71	0
1971 no/1984 yes	**1971 no/1984 no**
40	0

One hundred percent of the libraries reported in 1984 that they subscribe to either Index Medicus or Abridged Index Medicus or both. This is a substantial improvement over 1971 when 17% (20 of 119 libraries) of the libraries did not subscribe to either of

these indexes (Table 5). Since Index Medicus and Abridged Index Medicus are the two key indexes for health sciences libraries, it is a particular sign of development in the Region that all libraries recognize the importance of owning these tools. Another important development is that 100% of hospital libraries provide either manual or computer bibliographies (Table 6). This was not true in 1971, when 36% (40 of 111 libraries) did not compile bibliographies.

Table 7

ILL Borrowing:
Does the library borrow materials?

1971 yes/1984 yes	1971 yes/1984 no
92	4
1971 no/1984 yes	**1971 no/1984 no**
24	1

Table 8

ILL Lending:
Does the library lend materials?

1971 yes/1984 yes	1971 yes/1984 no
70	2
1971 no/1984 yes	**1971 no/1984 no**
32	13

Both interlibrary borrowing and lending increased over the thirteen-year span. Ninety-six percent (24 of 25) of libraries that did not borrow in 1971 now borrow, while 71% (32 of 45) of those that did not lend in the past now lend (Tables 7 and 8). While the vast majority of libraries now borrow for their patrons and lend to other libraries, it is of concern that some libraries borrow from others but will not lend. Surprisingly, four libraries that borrowed or lent materials in 1971 no longer provide these services. An investigation revealed that in each case the library no longer has staff.

Table 9

Reference Services
Does the library provide reference services?

1971 yes/1984 yes	1971 yes/1984 no
86	3
1971 no/1984 yes	**1971 no/1984 no**
23	6

Provision of reference service also increased. Seventy-nine percent of those that did not provide reference services in 1971 now provide these services. In fact, 92% (109 of 118) of the libraries in 1984 provide this service (Table 9).

This analysis establishes a clear pattern of hospital library development in the Region. Staffing, reference services, interlibrary loan, weeding, bibliographic service, and the availability of Index Medius or Abridged Index Medicus, all key areas indicating library vitality, sharply increased over the past thirteen years.

B. Composite Data Comparison, 1969/1984

The second means used to determine whether hospital libraries developed was by comparing the 1984 data with the compiled results of a survey conducted in 1969 by George Summers[3] who was then the Director of Loma Linda University Library. The only data that remain from the 1969 survey are gross totals and percentages for each type of response to each survey question.

To obtain comparable totals, an initial attempt was made to gather data from all hospitals reporting in 1969. Unfortunately this was not possible because: 1) some hospitals no longer exist, 2) others now do not have libraries or library staff, and 3) some hospitals just did not respond to follow-up efforts. The 1984 data were compared to the 1969 data in two ways. First, the 1984 responses were compiled for only that subset of hospital libraries that had also responded to the 1969 survey. Second, responses were compiled for the entire 1984 hospital data set. Essentially no differences were observed between these two data sets. In consequence, comparisons that follow are exclusively between 1969 totals and totals for all hospital libraries responding in 1984. The following tables and discussions provide data comparisons and highlight results of particular importance. (See Appendix C for more detailed results.) In general the comparison of 1969 to 1984 data corroborates the findings of the 1971 to 1984 comparison showing that Region 7 hospital libraries have developed markedly during the fifteen years that PSRMLS has served the Region.

Table 10

Response Frequencies to the Type of Individual Responsible for the Library

	1969	1984	% change
Librarian	40%	69%	+72%
Secretary	16%	6%	-69%
Medical Staff Member	16%	3%	-80%
Other	28%	22%	-21%

There was a definite shift in the type of individual responsible for the library. Only 40% of the libraries in 1971 were headed by a librarian while 69% were headed by a librarian in 1984 (Table 10). Although this does not always indicate that a librarian with an M.L.S. degree manages the library, it is significant that a majority of libraries are now managed by an individual identified as the librarian.

Table 11

Total Number of M.L.S. Librarians by Year

	1969	1984	% change
Individuals with M.L.S.	35	249.5	+612%

The number of M.L.S. librarians in libraries increased from 35 in 1969 to 249.5 in 1984 (Table 11). The 35 M.L.S. librarians in 1969 are from 415 survey responses, while the 249.5 M.L.S. librarians in 1984 were from only 374 surveys. It is not possible to tell if the number of institutions with degreed librarians increased, but overall the number of M.L.S. librarians working in hospital libraries has grown dramatically since 1969.

Table 12

Response Frequencies to the
Number of Books Owned by the Library

Number of Books	1969	1984	% change
0-500	61%	46%	-25%
501-1000	15%	15%	0%
1001-1500	4%	7%	+75%
1501-2000	3%	5%	+67%
2001-2500	3%	3%	0%
2501+	14%	24%	+86%

Table 13

Response Frequencies to the Library's Percent of
Books Published in the Last Five Years

%	1969	1984	% change
0-25%	67%	28%	-58%
26-50%	15%	33%	+120%
51-75%	11%	19%	+73%
76-100%	7%	20%	+186%

Table 12 shows that libraries have much larger book collections in 1984 than they did in 1969. While the percentage of libraries in the Region having only 0-500 books decreased by 25%, there was an 86% increase in those that have over 2500 books in their collections. However, an increase in collection size alone is not sufficient to show library growth since libraries could simply be retaining old books. Table 13 demonstrates that this is not the case and that monograph collections are current. Along with increases in the size of monograph collections, the percentage of books in these collections published in the last five years also increased sharply. Whereas in 1969, 67% of the libraries had only 0-25% of the books in their collections published in the last five years, almost 75% of the libraries in 1984 now have half of the books in their collections published within the last five years. It is apparent from these two tables that in 1984 hospital libraries in Region 7 have more up-to-date collections than they did in 1969.

In 1969, 54% of the libraries classified their books while in 1984, 84% did--a 30% increase. The 1971/84 data comparison reported earlier shows very little change in the number of libraries that classify their collections. This is at variance

with the 1969 data which reveals substantial changes between 1969 and 1984. Whether this change occurred between 1969 and 1971, or whether this variance is because different libraries reported in 1969 and 1971 is not clear. However, most libraries currently do classify their books.

Table 14

Response Frequencies to the Number of Periodical Titles Owned by the Library

Number of Titles	1969	1984	% change
0-50	68%	38%	-44%
51-100	11%	11%	0%
101-150	8%	15%	+88%
151-200	5%	12%	+140%
201-250	3%	5%	+67%
251+	5%	19%	+280%

Table 14 shows a definite increase in the number of journal titles held by Region 7 libraries. Almost 70% of the libraries reporting in 1969 held only 50 titles or less. Now less than 40% have fewer than 50 titles. Similarly, in 1969 only 21% of the libraries had more than 100 titles while now over 51% have this many journals.

Table 15

Response Frequencies of Whether the Library Provided Specified Services by Year

Services	1969	1984	% change
Manual or Computer Bibliographies	30%	100%	+233%
Table of Contents Routing	22%	58%	+164%
Photocopy Services	41%	84%	+105%
Translations	3%	6%	+100%

Table 15 again shows the increases in services from 1969-1984. One hundred percent of the libraries in 1984 provide either manual or computer bibliographies; a sizable increase over 30% in 1969. It is noteworthy that all libraries now provide this essential

service. Over twice as many libraries routed table of contents and provided photocopy services in 1984 than did in 1969. Both these services are labor-intensive; it is a mark of development that despite the considerable staff time required to provide these two services, there has been such a substantial increase. The percentage of libraries providing translation services also increased 100%. However, both in 1969 and in 1984 only a small percentage of the libraries offered this service.

Table 16

Library Response Frequencies of the Number of Interlibrary Loans Borrowed or Loaned

Number of Loans	Libraries Borrowing			Libraries Lending		
	1969	1984	% change	1969	1984	% change
0-25	68%	20%	+70%	83%	20%	+76%
26-50	3%	6%	+100%	8%	10%	+25%
51-75	3%	3%	0	1%	3%	+200%
76-100	2%	3%	+50%	1%	5%	+400%
101-150	5%	5%	0	2%	9%	+350%
151-200	5%	5%	0	1%	6%	+500%
201+	14%	56%	+300%	4%	47%	+1075%

Table 16 shows that interlibrary loan borrowing and lending increased from 1969 to 1984. In both cases the percentages of libraries borrowing or lending 0-25 items decreased by about 70% while the percentage of libraries providing or requesting over 200 items increased for borrowing by 300% and for lending by 1075%. There was very little change between 1969 to 1984 in the range of 26-200 interlibrary loans borrowed or loaned. The data show that interlibrary loan services have progressed from a low-level activity in 1969 to a frequently provided service in 1984. Libraries have totally reversed from providing almost no interlibrary loan service to lending or borrowing over 200 items a year.

This 1969 data corroborates the 1971 data reported earlier. Both specific 1971 and composite 1969 comparisons unquestionably support the hypothesis that libraries have developed. Indeed libraries have made not just minor strides but have significantly changed--increasing services, collections, and staff sizes over a fifteen-year span.

C. Existence of Core Services and Resources

To determine the level of development of hospital libraries in the Pacific Southwest Region, the investigators identified a core of resources and services which should be provided by a well-developed, full-service hospital library in Region 7. Previous investigators have used similar approaches.[4,5] The particular resources and services were selected by the PSRMLS staff based on their experience and on their familiarity with a variety of hospital library guidelines and standards. The core resources and services were specified before the survey was distributed, although they were not presented as such on the questionnaire. Libraries were identified as "core libraries" if they had the following resources and services:

1. Library staff either full-time or part-time (Question B6);
2. Staff participation in continuing education activities (B8);
3. A monograph collection (B10);
4. A classified collection (B12);
5. A current periodical collection (B14);
6. A journal holdings list (B16);
7. An audiovisual collection (B17);
8. Collection weeding (B20);
9. Availability of either Index Medicus or Abridged Index Medicus (B21);
10. Availability of either the Cumulative Index to Nursing and Allied Health Literature or the International Nursing Index (B21);
11. Bibliography compilation either manually or by computer (B23);
12. Interlibrary borrowing (B23);
13. Interlibrary lending (B23);
14. Reference service (B23);
15. Advertising library services (B23).

The discussion below highlights important findings about core and non-core libraries. For more detailed information see Appendix C.

Of the 374 hospital libraries responding to the 1984 questionnaire, 102 were core libraries; that is, only 102 had all of the 15 resources and services indicated above. Since only about one-third of the libraries were core libraries, the investigators were interested to determine what factors caused so many libraries to be in the non-core group. An examination of the number of core elements missing from non-core libraries shows that many of the libraries are missing only one or two of the 15 core elements (Table 17).

Table 17

Frequency Table of the Number of Core Elements Lacking in Libraries

Number of Core Elements Lacking	Number of Libraries
1	61
2	52
3	29
4+	130

The data were then analyzed to determine if any one element or group of elements were routinely missing. Table 18 shows the services and resources most frequently absent from non-core libraries.

Table 18

Core Elements Most Commonly Lacking in Libraries

Core Element	Number of Libraries
an audiovisual collection	169
advertising library services	145
library staff	141
nursing indexes	134
interlibrary lending	116

The core element that is most frequently lacking in hospital libraries is an audiovisual collection. Since audiovisuals are relatively new to hospital libraries this is not surprising. In some instances it is possible that audiovisuals actually are available in the hospital but are not housed in the library. The

investigators did not expect that so many libraries do not advertise their services; 145 of the 374 libraries reporting do not advertise. Table 18 shows that 141 libraries do not have library staff. However, this may be because there was no blank in which to provide an answer on the questionnaire. This is further supported by the fact that 43 institutions indicated the education background of their staff in question B7 but did not respond to question B6 which asked how many FTE staff work in the library. One hundred and thirty-four hospitals do not have either the Cumulative Index to Nursing and Allied Health Literature or the International Nursing Index. It is possible that some of these institutions have nursing collections separate from the library. The last element that was frequently missing is interlibrary lending. Unfortunately, there are still many libraries that borrow from others but will not lend.

In a further attempt to explain the large number of libraries which are not core, the data were broken down by whether there was an M.L.S. librarian on the staff (Question B7). It was felt that libraries with degreed librarians would be more likely to be core libraries because of the specific educational background of the staff; Table 19 shows the breakdown of core and non-core libraries by whether or not there was an M.L.S. librarian on the staff.

Table 19

Frequency Table of Core Libraries by Whether the Library Staff Includes an Individual With an M.L.S. Degree

Personnel	Core Libraries	Not Core Libraries
M.L.S. Degree	85	100
Non M.L.S. Degree	17	172
Totals:	102	272

The results show that 83% of core libraries had at least one M.L.S. librarian. However, of the 185 libraries with M.L.S. librarians on staff, only 46% were core libraries. While this is less than half, many more libraries with M.L.S. staff are core libraries than libraries without M.L.S. staff. Of those libraries that do not have M.L.S. staff, only 9% were core libraries. The types of resources and services--audiovisuals, nursing indexes, advertising services, and interlibrary lending--which were missing from non-core libraries were the same regardless if the staff had an M.L.S. degree.

The libraries that have M.L.S. staff come much closer to having all of the core services than those libraries without M.L.S. staff as shown by Table 20.

Table 20

Frequency of Missing Core Elements by Presence of M.L.S. Personnel

Missing Core Elements	Libraries without M.L.S. personnel number	percent	Libraries with M.L.S. personnel number	percent
1	17	6%	44	44%
2	22	8%	30	30%
3	14	5%	15	15%
4	9	4%	1	1%
5	17	6%	4	4%
6	19	7%	1	1%
7+	174	64%	5	5%
	272		100	

Of the non-core libraries with M.L.S. personnel, 44% were missing only one core resource or service, and 89% were missing three or less. On the other hand, of the non-core libraries without M.L.S. personnel, 10% were missing one core resource or service and 31% were missing three or less.

A number of resources and services were available from almost all libraries. An established book collection, weeding of the collection, owning either Index Medicus or Abridged Index Medicus, providing manual or computer bibliographies, interlibrary borrowing, and reference service were factors rarely missing among non-core libraries with M.L.S. personnel. In comparison, these factors were also usually provided by the non-core libraries without M.L.S. personnel, except for reference service, which was frequently missing in non-core, non-M.L.S. libraries.

The attempt to set an objective measure of the level of development of the Region's hospital libraries through the definition of a core library yielded somewhat unexpected results. The results indicate areas in which library development efforts could be pursued. Almost one-third of the hospital libraries responding to the survey did provide all of the core services and resources, indicating that the Region boasts a substantial number of well-developed hospital libraries.

IV. PSRMLS Impact on Region 7

To improve health professionals' access to information, PSRMLS has provided programs and services designed to develop and improve hospital libraries. The first portion of the survey measured the effectiveness of PSRMLS activities in helping hospital libraries to develop. The survey also assessed hospital library use of PSRMLS services in the areas of consulting, basic skills training, online training and continuing education, reference service, publications, and resource sharing. For each service used, the survey form requested respondents to assess the quality of each service and to indicate specific consequences resulting from the use of the service. To rate the quality of service, respondents indicated a score from "1" to "5," "1" being "excellent" and "5" being "not adequate." To indicate the impact of a particular PSRMLS service, a number of possible results were provided in the questionnaire. Respondents could indicate more than one benefit derived from a service, and could specify other benefits not listed. Highlights of the results are provided below. For specific information see Appendix B.

In the area of consulting, 62 libraries reported having had an onsite visit from a PSRMLS consultant, and 154 libraries indicated they had used the mail/telephone consulting service. Of the 158 libraries which rated the quality of the consulting service, 90% checked either "1" or "2," indicating an extremely positive evaluation of the PSRMLS consulting service. The two most frequent results achieved by the consulting service were improved library service and increased skills of library staff. Almost 40% of the respondents have implemented new library services as a result of this service.

Of the 266 respondents who had attended basic skills workshops, staff from over three-fourths of the libraries had taken two or more courses. Of the respondents who rated the quality of the workshops, 90% rated them either "1" or "2," again a very positive evaluation. The most frequently indicated results of attendance at workshops were expanded or improved library services and increased contact with library staff from other institutions. Almost one-third of the respondents reported implementing new library services following attendance at workshops, and 47 of the respondents reported that the workshops resulted in initial development of library services. Workshop attendance increased confidence and/or ability to provide library services and increased the number of online searches and interlibrary loans. It also influenced attendance at MEDLINE Initial Online Training. Some activities, such as submitting a National Library of Medicine grant proposal (26 libraries), or cataloging the library collection (50 libraries), were not reported with great frequency but do represent a substantial amount of work for the libraries. Many of the changes which occurred due to attendance at workshops were activities requiring great effort on the part of library staff, and they show the direct effect of PSRMLS programs on improvements in library service.

Of the 169 respondents who had attended MEDLINE Initial or Advanced Online Training and who rated the quality of the training, 91% checked either "1" or "2," indicating a highly positive evaluation of the PSRMLS online training program. Almost two-thirds of the respondents reported that the training resulted in implementation of online search services, improved their ability to promote MEDLINE, and increased the number of MEDLINE searches provided. It also improved retrieval accuracy and decreased the amount of time needed to perform a search. Thus the majority of respondents felt that all of the anticipated results of training had been achieved.

One hundred and ninety-four respondents (fifty percent) attended one or more continuing education activity. Over 90% of those attending rated the online continuing education activity "1" or "2." Online continuing education courses helped attendees provide more efficient and comprehensive searches. It also enabled them to provide better answers to search questions and to clarify information obtained from online initial or advanced training.

Forty percent of the respondents used PSRMLS back-up reference services and over 90% of those that used the service rated it "1" or "2." Seventy-three percent of the time back-up reference services almost completely met the needs of the user. The types of reference services most often requested from PSRMLS were assistance with difficult reference questions, verification of difficult citations, and assistance with online search strategies or online access.

All PSRMLS publications except for the audiovisual manual were owned by most of the libraries reporting. The low number of libraries owning the audiovisual manual is consistent with other responses related to audiovisuals. The overall quality of PSRMLS publications was rated quite high with over 88% of the libraries rating these publications "1" or "2." Respondents found the publications to be a definite help in improving library services. They also found that PSRMLS publications enhanced participation in the RML network and in resource sharing, assisted in implementation of new services and policies, and assisted in in-service training.

On the question of PSRMLS efforts to encourage resource sharing between health sciences libraries, the responses were decidedly less favorable than all other assessments of PSRMLS services. There are several possible explanations for this discrepancy. Respondents may not have understood the question, or they may not see a clear connection between resource-sharing activities and contact with other libraries. In some instances libraries who had not participated in an activity rated the impact of the activity anyway. For instance, while only 146 people had attended a resource-sharing seminar, 209 respondents rated the quality of the seminar.

This questionnaire provides conclusive evidence that PSRMLS has had a major impact on library operations and services in Region 7; respondents indicated that PSRMLS provides top quality services that result in specific changes in the services libraries provide. The total number of services used by each library was calculated. Only 6% of the 374 respondents indicated that they had never used or had no knowledge of using the PSRMLS services included in the survey. All of these libraries fell in the non-core library category. All of the 102 libraries in the core library category had used at least four services, again suggesting a connection between PSRMLS services and hospital library development.

The highly positive ratings of the quality of PSRMLS services, the level of use of PSRMLS services by core libraries, and the direct impact these services had on library operations demonstrate the effectiveness of PSRMLS programs and services. The survey results show that because of PSRMLS contact a substantial number of institutions initiated library services, and that existing hospital libraries expanded services and resources.

V. Existence of Hospital Libraries

The third goal of this study was to determine which hospitals have libraries, and which do not. The extent to which this goal can be met is inextricably linked with the response rate of the questionnaire mailings and the follow-up phone calls.

The survey was mailed to 812 hospitals. Of these, 374 responded to the questionnaire. This response rate of 46% is high considering the large size of the population. Of those that answered the survey, 76% said that they have a library with a central collection with either full-time or part-time staff (Question B3). The remaining 24% of respondents either have a central collection without staffing or do not have a central collection. Many of the hospitals did not initially respond to the survey. Their responses were obtained through the third stage of data collection, the telephone follow-up. Because almost all of the libraries who were contacted by phone responded that they do not have staffed libraries with centralized collections, it is probable that many of the hospitals that did not respond likewise do not have staffed libraries with centralized collections. This belief is reinforced by the high percentage of respondents who do have staff and centralized collections.

The survey seems to have acted as a sieve that has collected responses from those institutions with developed libraries. A result of the evaluation project, therefore, is a list of 284 hospitals that are known to have staffed libraries with centralized collections.

VI. Baseline Data

The fourth goal of this survey was to collect baseline data for follow-up surveys in the future. This has been achieved. PSRMLS now has data from 374 identifiable hospitals and 47 other types of health sciences libraries in Region 7. The questionnaire and data gathering and analysis techniques, developed in consultation with a biostatistician for the 1984 evaluation, can be replicated at a much reduced cost and expenditure of time in the future. Questions not on previous surveys, such as those about the impact of PSRMLS programs, were added to the 1984 questionnaire. These should provide for insightful analysis in the future. PSRMLS plans to do follow-up evaluations every five years to regularly assess Region 7 libraries and PSRMLS services and programs.

VII. Conclusions

The 1984 PSRMLS hospital library survey was developed in order to meet four goals. The first goal was to measure the level of development of libraries within the Region, and the second was to assess the impact of PSRMLS services on the development of the libraries. The third goal was to compile a list of those hospitals having libraries in the Region, and the final one was to establish a firm foundation for future analysis of PSRMLS effectiveness and hospital library development levels.

As a result of this survey, a list now exists of 284 hospitals within the region that definitely have libraries. For all of the respondents, data have been collected on each of the many library services available, size of the collection, and the size and training of the staff. Comparison of this information with data obtained from two similar studies approximately fifteen years ago shows the overwhelming extent of growth that has occurred in the Region's libraries during this time period. Libraries have grown not only through the size of their collections, but also in the development of new services. The size of the library staff and the level of training of these individuals has also greatly improved over the past fifteen years.

This study defines the concept of a core library as one providing a set of core services and resources. Institutions in the Region that offer all of these key services have been identified. Although the percentage of core libraries was not high, it is encouraging to find that many libraries are lacking only one or two of the basic core elements. Those libraries that have M.L.S. staff in general come much closer to offering almost all of the core services than do those with non-M.L.S. staff.

A consistently high level of usage of PSRMLS services is evident from the survey responses. Ratings of the quality of PSRMLS services also are excellent. Not only do the libraries

benefit directly from their contacts with PSRMLS through expanded staff knowledge and training, but the contacts also actively stimulate library staff to initiate new library programs and services, which directly impact health professionals. Further evidence of the relationship between PSRMLS services and hospital library development is that core libraries have used a large number of PSRMLS services.

Each of the goals of the survey has been met with a large degree of success. Survey results point to areas for future work and investigation. More work needs to be done with libraries in the Region in the areas of audiovisuals, interlibrary lending, and the availability of nursing indexes. Additional focus should be given to aid libraries in advertising their services.

Two areas for further investigation also are apparent. The list of hospital libraries developed from this survey could be expanded by contacting hospitals that did not respond. Further analysis of the 1984 survey data could provide new insights on relationships between hospital bed size, collection size, and core library status. A follow-up study would quantify the further development of hospital libraries and PSRMLS's impact on that development. This follow-up study could be expanded to include all health sciences libraries in Region 7. Certainly the results of this survey have shown strong hospital library development and have demonstrated PSRMLS's active role in this growth. Therefore, future investigation is warranted and would provide valuable information.

References

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2. Summers, George V. Pacific Southwest Regional Cooperation for Health Related Information and Development of A Program for the Regional Medical Resource Library. Loma Linda, Calif.: Loma Linda University Library, 1969 (unpublished paper).

3. Ibid.

4. Evans, Alma, Phyllis S. Mirsky, Marilyn Jensen de Victoria. Evaluation of a Library Program in a Carnegie Model Area Health Education Center. Bull Med Libr Assoc 1978 Apr; 66(2):190-99.

5. Bunting, Alison. Evaluation Report, 1980.

APPENDICES

APPENDIX A

QUESTIONNAIRES

1984 PSRMLS Evaluation Questionnaire

1971 PSRMLS Directory Questionnaire

1969 Summer's Medical Resources and Services Survey of the Pacific Southwest Region (Hospitals)

Pacific Southwest Regional Medical Library Service
Evaluation Survey

A. PSRMLS EVALUATION

1. a. What PSRMLS consulting services has your library used recently or in the past:

_____ onsite visit from PSRMLS consultant
_____ mail/telephone
_____ none
_____ none to my knowledge

b. If you have used PSRMLS consulting services, rate the quality of these services:

excellent 1 2 3 4 5 not adequate

c. Did the consulting service result in: (check all that apply)

_____ improved library service
_____ increased use of the library
_____ increased library staffing
_____ increased budget
_____ implementation of new library services (e.g. online services)
_____ increased skills of library staff
_____ change in library policies and procedures
_____ improved standing of library/library staff within the organization
_____ no change
_____ other, specify: _____

2. a. How many PSRMLS basic skills workshops (e.g. Organization, Management and Services of a Small Hospital Library; Interlibrary Loan; Audiovisuals, etc.) have you or other library staff attended? (estimate) _____

b. Rate the overall quality of the course(s) you attended:

excellent 1 2 3 4 5 not adequate

c. Did participation in the workshop(s) result in: (check all that apply)

_____ initial development of library services
_____ implementation of new library services
_____ expanded or improved library services
_____ increased contact with library staff from other institutions
_____ other, specify: _____
_____ no benefit

d. Did the following occur due to attendance at workshop(s)? (check all that apply)

_____ submitted a National Library of Medicine grant proposal
_____ cataloged the library collection
_____ began interlibrary loan services
_____ provided online searches (either onsite or by referral to another institution's library)
_____ attended MEDLINE Initial Online Training Course
_____ increased number of library users
_____ increased circulation of library materials
_____ increased number of interlibrary loans
_____ increased confidence and/or ability to provide library services
_____ other, specify: _____
_____ no change in library services or procedures

3. a. Have you or other library staff attended MEDLINE Initial or Advanced Online Training at UCLA recently or in the past?

_____ Yes _____ No _____ Not to my knowledge

b. If yes, rate the quality of the training:

excellent adequate not adequate
1 2 3 4 5

c. Did the training: (check all that apply)

_____ allow implementation of online search services
_____ improve your ability to promote MEDLINE
_____ increase the number of MEDLINE searches provided to your institution's staff
_____ decrease the time needed to perform a search
_____ improve retrieval accuracy
_____ cause no change
_____ other, specify: _____

4. a. Have you or other library staff attended one or more PSRMLS online continuing education course(s) (e.g. MEDLARS Capabilities Workshop, Online Mini-Clinics, Online Updates, Introduction to Online Searching for End Users)?

_____ Yes _____ No _____ Not to my knowledge

b. If yes, rate the quality of the course(s):

excellent adequate not adequate
1 2 3 4 5

c. How did the online continuing education course(s) affect your searching ability or your library services?

_____ more efficient searches
_____ more comprehensive searches
_____ provided better answers to search questions
_____ clarified information from Online Initial or Advanced Training
_____ expanded online services
_____ other, specify: _____
_____ no change

5. a. Have you or other library staff used the PSRMLS backup reference service?

_____ Yes _____ No _____ Not to my knowledge

b. If yes, rate the quality of the backup reference service:

excellent		adequate		not adequate
1	2	3	4	5

c. How often does the information provided by PSRMLS meet the needs of the user?

always		often		never
1	2	3	4	5

d. For what types of questions do you use the backup reference service? (check all that apply)

_____ patient care emergencies
_____ verification of difficult citations (for interlibrary loan)
_____ assistance with online search strategies or online access
_____ difficult reference questions
_____ other, specify: _____

6. a. Which of the following PSRMLS publications does your library own or receive?

_____ PSRMLS Resource Libraries Union List of Serials
_____ PSRMLS Directory of Health Sciences Libraries: Arizona, California, Hawaii, Nevada
_____ PSRMLS Newsletter
_____ Manual for Librarians in Small Hospitals
_____ Cataloging Policies and Procedures for the Hospital Library
_____ Reference Materials and Services for a Small Hospital Library
_____ Principles of Managing Audiovisual Materials and Equipment

b. Rate the overall quality of these publications:

excellent		adequate		not adequate
1	2	3	4	5

c. How are these publications useful? (check all that apply)

_____ enhance participation in the PSRMLS network
_____ enhance resource sharing efforts among libraries
_____ assist in improving library services
_____ assist in implementation of new services/new policies
_____ assist in in-service training/staff development
_____ other, specify: _____
_____ no benefit

7. To what extent have PSRMLS programs and services (union list activities, resource-sharing programs, etc.) encouraged resource-sharing between you and other health sciences libraries?

	very much		somewhat		not at all
union list activity	1	2	3	4	5
interlibrary loan coordination	1	2	3	4	5
resource-sharing seminar	1	2	3	4	5
newsletter articles on resource sharing	1	2	3	4	5

B. LIBRARY DEVELOPMENT

1. Type of institution: (check one)

_____ hospital
_____ academic
_____ other health related

2. If you are in a hospital, indicate the number of beds: _____

3. Check the statement below which best describes your library: (check one)

_____ a library with a collection and full-time or part-time staff
_____ a library with a collection but not staffed
_____ no central collection—journal subscriptions and book purchases are handled by each department

4. a. Is the library open to all staff at your institution? _____ Yes _____ No

b. If no, what are the restrictions? _____

5. Who is responsible for the medical library?

_____ librarian
_____ secretary
_____ medical staff member
_____ other, specify: _____

6. How many full-time salaried equivalents are on the library staff?

7. List by number of individuals the highest educational level of those on the library staff:

	Number of people
1-12 years of schooling	_____
B.A. degree	_____
M.L.S. degree	_____
Other, specify: _____	_____

8. Do any library staff participate in continuing education activities?

_____ Yes _____ No

9. Do any library staff belong to library organizations, associations?

_____ Yes _____ No

10. What is the total number of books (including textbooks) in the collection? _____

11. Approximately what percentage of these books were published within the last 5 years? _____%

12. Is your book collection classified? _____ Yes _____ No

13. Are books cataloged? _____ Yes _____ No

14. What is the total number of periodical titles currently received?

15. How are your journals arranged?

_____ alphabetically
_____ classifcation order
_____ other, specify: _____

16. Do you make available to users a list of the journals to which the library subscribes?

_____ Yes _____ No

17. What is the total number of audiovisual titles in the collection?

_____

18. Is your audiovisual collection classified? _____ Yes _____ No

19. Are audiovisuals cataloged? _____ Yes _____ No

20. Do you weed (discard old materials from) your collections?
_____ Yes _____ No

21. What indexes/catalogs are in your collection?

_____ Index Medicus
_____ Abridged Index Medicus
_____ Cumulative Index to Nursing and Allied Health Literature
_____ International Nursing Index
_____ Hospital Literature Index
_____ Medical Books and Serials in Print
_____ NLM Audiovisuals Catalog

22. When the library is closed, are keys available to prospective users? _____ Yes _____ No

23. Which of the following services does the library offer to users? (check all that apply)

_____ manual compilation of bibliographies
_____ computer searches (either onsite or from other libraries)
_____ photocopies of tables of contents
_____ journal routing
_____ photocopying for users
_____ translations
_____ interlibrary loans - borrowing
_____ interlibrary loans - lending
_____ reference
_____ Selective Dissemination of Information (SDI)
_____ clinical librarianship
_____ LATCH (Literature Attached to Charts)
_____ advertising library services via newsletters, new acquisitions lists, etc.
_____ user orientation/instruction

24. Is the library involved in: (check all that apply)

_____ consortia or networks
_____ union lists
_____ cooperative acquisitions projects
_____ outreach or extension services to other institutions

25. How many items does your library request through interlibrary loan each year (photocopy or original)? _____

26. How many items does your library lend through interlibrary loan each year (photocopy or original)? _____

27. Does the library have a separate budget? _____ Yes _____ No

28. What percentage of your library users are: (estimate)

doctors	_____ %
nurses	_____ %
administrators	_____ %
researchers	_____ %
other health-related users	_____ %
patients	_____ %
non-health-related users	_____ %
	100 %

29. Comments:

Name of Library _____

Name of Institution _____

Address _____

City, State, Zip _____

Name of person completing the questionnaire _____

Position _____

Number of years at the library _____

Return the survey by June 4, 1984 to:

PSRMLS Evaluation Survey
Biomedical Library
UCLA Center for the Health Sciences
Los Angeles, CA 90024

5/84

1971

Pacific Southwest Regional Medical Library Service
Biomedical Library
The Center for the Health Sciences
University of California
Los Angeles, California 90024

Telephone: (213) 825-1200 **TWX: 910-342-6897**

PSRMLS LIBRARY DIRECTORY QUESTIONNAIRE

Date_____

Name of Institution_____

Name of Administrator_____ Title_____

Director of Medical Education (if any)_____

Information about the Hospital:

Number of beds_____ Number of bassinetts_____

Training Programs:

1) Residencies offered_____

2) Others (affiliations in nursing, medical technology, etc.)

_____

Information about the Library:

Do you have a professional (medical, nursing, health sciences, etc.) library?

yes_____ no_____

Name of library_____Year established_____

Mailing address_____
(include zip code)

_____

Telephone number_____ ext._____
(include area code)

Library hours:_____

Library Staff:

Librarian's name_____

full-time_____ part-time_____

If part-time, please give number of hours per week_____

Any other library staff? yes_____ no_____

If yes, how many?_____ How many full-time_____

How many part-time_____

Any volunteer assistance?_____ No. of hours?_____

Total number of library staff hours per week_____

If there is no librarian, is someone in charge of the library?

yes_____ no_____ Name_____

The Library's Collection (as of July 1, 1970) If no exact figures are available, please estimate.

Number of books_____ Average number of books added each year_____

Number of bound journal volumes_____

Number of gift subscriptions_____

Number of paid subscriptions_____

Total number of journal subscriprions_____

Does your library discard journals published before a specific cut-off date?_____ If so, what date? Discarded after five years

Do you have a list of the journal titles you are currently receiving?

yes_____ no_____

Is it available upon request? Yes

Non-book materials	Approximate number
Does your library have:	
Microfilm reels	_____
Audio tapes	_____
Recordings	_____
Other (please specify)	_____

Do the library users have access to microfilm readers?_____

Comments:_____

_____

_____

_____

Classification Scheme.

Is your library's collection classified? yes_____ no_____

If yes, which scheme is used?

NLM_____ Boston_____

Dewey_____ Cunningham_____

LC_____ Other (please specify_____

Library Services:

Does your library provide:

Interlibrary loan service? yes_____ no_____(Never requested)

Do you borrow from other libraries? yes_____ no_____

number of requests per year_____

Do you lend to other libraries? yes_____ no_____

number of loans per year_____

Does your library provide reference services? yes_____ no_____

Is it limited?_____ If yes, to whom_____

Do you answer reference questions? yes_____ no_____

Do you provide bibliographies? yes_____ no_____

Are photocopy facilities available? yes_____ no_____

Any charge?_____ How much?_____

Comments:_____

_____

_____

Does your library subscribe to Index Medicus? yes_____ no_____

Does your library subscribe to Abridged Index Medicus? yes_____ no_____

Please return this questionnaire by February 22, 1971 to:

Mrs. Phyllis S. Mirsky
Pacific Southwest Regional Medical Library Service
Biomedical Library
Center for the Health Sciences
University of California
Los Angeles, California 90024

MEDICAL RESOURCES AND SERVICES SURVEY

OF THE PACIFIC SOUTHWEST REGION

(HOSPITALS)

Directions: Please indicate your responses by a check (✓) in the appropriate box. Indicate further remarks in the box marked "Other". If you do not have a separate medical library, kindly indicate this and return the unanswered questionnaire. All replies will be kept confidential.

A. Library Personnel

1. Who is in charge of the medical library?

Librarian	☐
Secretary	☐
Medical Staff Member	☐
Other (Please state)	☐

_____

2. How many full-time salaried equivalents are on the library staff?

0 - 1	☐
2 - 3	☐
4 - 5	☐
6 - 7	☐
Over 7 (Please state number)	☐

_____

3. List by number of individuals the educational level of those on the library staff.

	Number of People
1 - 12 years of schooling only	☐
13 - B.A. degree only	☐
Beyond B.A. (Please be specific)	☐

_____

B. Library Resources

4. What is the total number of monographs (including textbooks) in the collection?

- 0 - 500 ☐
- 501 - 1000 ☐
- 1001 - 1500 ☐
- 1501 - 2000 ☐
- 2001 - 2500 ☐
- Over 2,500 (Please state number) ☐

_____

5. Approximately what percentage of these books was published within the last five years?

- 0 - 25% ☐
- 26 - 50% ☐
- 51 - 75% ☐
- 76 - 100% ☐

6. What is the subject nature of these books? List approximate percent.

- Medical and scientific ☐%
- Nursing and other paramedical areas ☐%
- Hospital administration ☐%
- Other_____ ☐%

_____

7. How many periodical volumes (bound or unbound) are in the collection?

- 0 - 1,000 ☐
- 1,001 - 2,000 ☐
- 2,001 - 3,000 ☐
- 3,001 - 4,000 ☐
- 4,001 - 5,000 ☐
- Over 5,000 (Please state number) ☐

_____

8. What is the total number of periodical titles currently received?

- 0 - 50 ☐
- 51 - 100 ☐
- 101 - 150 ☐
- 151 - 200 ☐
- 201 - 250 ☐
- Over 250 (Please state number) ☐

_____

9. What is the subject nature of these periodicals? List approximate percent.

- Medical and scientific ☐%
- Nursing and other paramedical areas ☐%
- Hospital administration ☐%
- Other (Please specify)_____ ☐%

_____

10. Is your collection classified? If so, which classification system is used?

- ☐ Boston Medical
- ☐ National Library of Medicine
- ☐ Dewey
- ☐ Not Classified
- ☐ Other (Please specify)

_____

C. Services of the Library

11. How many hours per week is the library open?

- ☐ 0 - 19
- ☐ 20 - 29
- ☐ 30 - 39
- ☐ 40 - 49
- ☐ Over 49 (Please state number)

_____

12. When the library is closed, are keys available to prospective users?

- ☐ Yes
- ☐ No

13. Which of the following services does the library offer to users?

- ☐ Compilation of bibliographies
- ☐ Photocopies of table of contents
- ☐ Photocopies of articles
- ☐ Translations
- ☐ Interlibrary loans
- ☐ Library to department delivery
- ☐ Other (Please list)_____

_____

D. Interlibrary Loan

14. How many items does your library request through Interlibrary Loan in a year (photocopy or original)?

- ☐ 0 - 25
- ☐ 26 - 50
- ☐ 51 - 75
- ☐ 76 - 100
- ☐ 101 - 150
- ☐ 151 - 200
- ☐ Over 200 (Please state number)

_____

15. How many items does your library lend through Interlibrary Loan in a year (photocopy or original)?

- 0 - 25 ☐
- 26 - 50 ☐
- 51 - 75 ☐
- 76 - 100 ☐
- 101 - 150 ☐
- 151 - 200 ☐
- Over 200 (Please state number) ☐

_____

16. From where do you borrow on Interlibrary Loan most frequently?

- Within your city ☐
- Within your state ☐
- Out of state ☐
- Out of Pacific Southwest Region (Specify location) ☐

_____

17. From which kinds of libraries do you borrow most frequently?

- Hospital ☐
- Medical School ☐
- Medical Society ☐
- Other (Please specify) ☐

_____

18. Approximately how many of your Interlibrary Loan requests per year are not filled?

- 0 - 25 ☐
- 26 - 50 ☐
- 51 - 75 ☐
- 76 - 100 ☐
- Over 100 (Please state number) ☐

_____

19. What is the most frequent reason for such failure?

- Item is not in collection ☐
- Item is temporarily checked out ☐
- Policy will not allow lending ☐
- Other (Please specify) ☐

_____

20. Which kinds of libraries borrow from you most frequently?

- Hospital ☐
- Medical School ☐
- Medical Society ☐
- None ☐
- Other (Please specify) ☐

_____

21. Approximately how many requests coming to you each year are you not able to fill?

- 0 - 25 ☐
- 26 - 50 ☐
- 51 - 75 ☐
- 76 - 100 ☐
- Over 100 (Please state number) ☐

_____

22. What is the most frequent reason for your failure to fill the request?

- Item not in collection ☐
- Item temporarily checked out ☐
- Other (Please specify) ☐

_____

E. Budget

23. How much did you spend during your last fiscal year on professional librarian salaries?

- 0 - 2,500 ☐
- 2,501 - 5,000 ☐
- 5,001 - 7,500 ☐
- 7,501 - 10,000 ☐
- 10,001 - 12,500 ☐
- Over 12,500 (Please state number) ☐

_____

24. How much money did you spend during your last fiscal year on non-professional library help?

- 0 - 2,500 ☐
- 2,501 - 5,000 ☐
- 5,001 - 7,500 ☐
- 7,501 - 10,000 ☐
- 10,001 - 12,500 ☐
- Over 12,500 (Please state number) ☐

_____

25. How much did you spend for monographs (including textbooks) during your last fiscal year?

- 0 - 500 ☐
- 501 - 1,000 ☐
- 1,001 - 1,500 ☐
- 1,501 - 2,000 ☐
- 2,001 - 5,000 ☐
- Over 5,000 (Please state number) ☐

_____

26. How much did you spend for current periodical subscriptions last fiscal year?

0 - 500	☐
501 - 1,000	☐
1,001 - 1,500	☐
1,501 - 2,000	☐
2,001 - 5,000	☐
Over 5,000 (Please state number)	☐

_____

27. How much did you spend for binding periodicals your last fiscal year?

0 - 200	☐
201 - 400	☐
401 - 600	☐
601 - 800	☐
801 - 1,000	☐
Over 1,000 (Please state number)	☐

_____

F. Circulation Statistics

28. How many monographs (including textbooks) did you circulate from the library last fiscal year?

0 - 250	☐
251 - 500	☐
501 - 750	☐
751 - 1,000	☐
1,001 - 2,000	☐
Over 2,000 (Please state number)	☐

_____

29. How many bound and unbound periodicals did you circulate last fiscal year?

0 - 500	☐
501 - 1,000	☐
1,001 - 1,500	☐
1,501 - 2,000	☐
2,001 - 2,500	☐
Over 2,500 (Please state number)	☐

_____

30. How many nonbook, nonperiodical items (tapes, slides, microforms) did you circulate during your last fiscal year?

0 - 50	☐
51 - 100	☐
101 - 150	☐
151 - 200	☐
201 - 250	☐
Over 250 (Please state number)	☐

_____

G. Users of the Library

31. Is your library used by patients?

Yes ☐
No ☐

32. Is research being conducted in your institution?

Yes ☐
No ☐

33. What percent of the patronage of your library are:

Doctors ☐%
Nurses ☐%
Administrators ☐%
Other health related ☐%
Research ☐%
Nonhealth related ☐%
Other (Please state) ☐%

_____

34. Are photocopy facilities available in the library or near-by for library staff and patron use?

Yes ☐
No ☐

35. Name of Hospital_____

36. Name of individual filling out this survey.

_____

37. Position of individual filling out this survey.

_____

Thank you

Mail to:

George V. Summers, President
MLC and Director,
University Library
Loma Linda University
Loma Linda, California 92354

APPENDIX B

DATA SUMMARIES FOR

THE 1984 QUESTIONNAIRE

Pacific Southwest Regional Medical Library Service
Evaluation Survey
Response Frequencies for Hospital Libraries

A. PSRMLS EVALUATION

1. a. What PSRMLS consulting services has your library used recently or in the past:

	Yes	No	No Response
onsite visit from PSRMLS consultant	62 (17%)	298 (83%)	14
mail/telephone	154 (43%)	206 (57%)	14
none	96 (27%)	264 (73%)	14
none to my knowledge	95 (26%)	265 (74%)	14

b. If you have used PSRMLS consulting services, rate the quality of these services:

excellent 1	2	adequate 3	4	not adequate 5	no response
103 (65%)	40 (26%)	13 (8%)	0 (0%)	2 (1%)	216

1. c. Did the consulting service result in: (check all that apply)

	Yes		No		No Response
improved library service	104	(65%)	56	(35%)	214
increased use of the library	36	(23%)	123	(77%)	215
increased library staffing	7	(4%)	152	(96%)	215
increased budget	17	(11%)	142	(89%)	215
implementation of new library services (e.g. online services)	62	(39%)	97	(61%)	215
increased skills of library staff	79	(50%)	80	(50%)	215
change in library policies and procedures	31	(19%)	128	(81%)	215
improved standing of library/library staff within the organization	38	(24%)	121	(76%)	215
no change	16	(10%)	143	(90%)	215
other, specify:	23	(14%)	136	(86%)	215

2. a. How many PSRMLS basic skills workshops (e.g. Organization, Management and Services of a Small Hospital Library; Interlibrary Loan; Audiovisuals, etc.) have you or other library staff attended? (estimate)

Number of Workshops	Frequency	Percentage
1	59	22.2
2	50	18.8
3	49	18.4
4	28	10.5
5	34	12.8
6	13	4.9
7	5	1.9
8	9	3.4
10	7	2.6
11	1	0.4
12	3	1.1
15	4	1.5
20	2	0.7
22	1	0.4
42	1	0.4

b. Rate the overall quality of the course(s) you attended:

excellent 1	2	adequate 3	4	not adequate 5	no response
135 (50%)	110 (40%)	24 (9%)	2 (1%)	0 (0%)	103

c. Did participation in the workshop(s) result in: (check all that apply)

	Yes	No	No Response
initial development of library services	47 (17%)	226 (83%)	101
implementation of new library services	86 (32%)	187 (68%)	101
expanded or improved library services	210 (77%)	63 (23%)	101
increased contact with library staff from other institutions	184 (67%)	89 (33%)	101
other, specify:	40 (15%)	234 (85%)	100
no benefit	6 (2%)	267 (98%)	101

d. Did the following occur due to attendance at workshops(s)? (check all that apply)

	Yes	No	No Response
submitted a National Library of Medicine grant proposal	26 (10%)	246 (90%)	102
cataloged the library collection	50 (18%)	222 (82%)	102
began interlibrary loan services	36 (13%)	236 (87%)	102
provided online searches (either onsite or by referral to another institution's library)	97 (36%)	175 (64%)	102
attended MEDLINE Initial Online Training Course	75 (28%)	197 (72%)	102
increased number of library users	73 (27%)	199 (73%)	102
increased circulation of library materials	65 (24%)	207 (76%)	102
increased number of interlibrary loans	85 (31%)	187 (69%)	102
increased confidence and/or ability to provide library services	185 (68%)	87 (32%)	102
other, specify:	17 (6%)	255 (94%)	102
no change in library services or procedures	29 (11%)	243 (89%)	102

. a. Have you or other library staff attended MEDLINE Initial or Advanced Online Training at UCLA recently or in the past?

Yes	No	Not to My Knowledge	No Response
172 (48%)	161 (45%)	27 (7%)	14

. b. If yes, rate the quality of the training:

excellent 1	2	adequate 3	4	not adequate 5	No Response
99 (59%)	55 (33%)	9 (5%)	4 (2%)	2(1%)	205

. c. Did the training: (check all that apply)

	Yes	No	No Response
allow implementation of online search services	103 (61%)	66 (39%)	205
improve your ability to promote MEDLINE	119 (70%)	50 (30%)	205
increase the number of MEDLINE searches provided to your institution's staff	108 (64%)	61 (36%)	205
decrease the time needed to perform a search	132 (78%)	37 (22%)	205
improve retrieval accuracy	127 (75%)	42 (25%)	205
cause no change	4 (2%)	165 (98%)	205
other, specify:	7 (4%)	162 (96%)	205

4. a. Have you or other library staff attended one or more PSRMLS online continuing education course(s) (e.g. MEDLARS Capabilities Workshop, Online Mini-Clinics, Online Updates, Introduction to Online Searching for End Users)?

Yes	No	Not to My Knowledge	No Response
170 (49%)	146 (42%)	33 (9%)	25

4. b. If yes, rate the quality of the course(s):

excellent 1	2	adequate 3	4	not adequate 5	No Response
89 (52%)	63 (37%)	15 (9%)	3 (2%)	0 (0%)	204

4. c. How did the online continuing education course(s) affect your searching ability or your library services?

	Yes	No	No Response
more efficient searches	133 (77%)	40 (23%)	201
more comprehensive searches	86 (50%)	87 (50%)	201
provided better answers to search questions	91 (53%)	81 (47%)	202
clarified information from Online Initial or Advanced Training	111 (65%)	61 (35%)	202
expanded online services	33 (19%)	139 (81%)	202
other, specify:	12 (7%)	160 (93%)	202
no change	6 (4%)	166 (97%)	202

5. a. Have you or other library staff used the PSRMLS bacup reference service?

Yes	No	Not to My Knowledge	No Response
152 (42%)	154 (43%)	52 (15%)	16

b. If yes, rate the quality of the backup reference service:

	excellent 1	2	adequate 3	4	not adequate 5	No Response
Frequency	98 (66%)	38 (26%)	9 (6%)	2 (1%)	1 (1%)	226

c. How often does the information provided by PSRMLS meet the needs of the user?

always 1	2	often 3	4	never 5	No Response
68 (40%)	58 (34%)	38 (22%)	6 (3%)	2 (1%)	202

5. d. For what types of questions do you use the backup reference service? (check all that apply)

	Yes	No	No Response
patient care emergencies	13 (8%)	150 (92%)	211
verification of difficult citations (for interlibrary loan)	80 (49%)	83 (51%)	211
assistance with online search strategies or online access	80 (49%)	83 (51%)	211
difficult reference questions	107 (66%)	56 (34%)	211
other, specify:	16 (10%)	147 (90%)	211

6. a. Which of the following PSRMLS publications does your library own or receive?

	Yes	No	No Response
PSRMLS Resource Libraries Union List of Serials	233 (71%)	95 (29%)	46
PSRMLS Directory of Health Sciences Libraries: Arizona, California, Hawaii, Nevada	194 (59%)	134 (41%)	46
PSRMLS Newsletter	293 (89%)	35 (11%)	46
Manual for Librarians in Small Hospitals	222 (68%)	106 (32%)	46
Cataloging Policies and Procedures for the Hospital Library	189 (58%)	139 (42%)	46
Reference Materials and Services for a Small Hospital Library	179 (55%)	149 (45%)	46
Principles of Managing Audiovisual Materials and Equipment	85 (26%)	243 (74%)	46

6. b. Rate the overall quality of these publications:

excellent 1	2	adequate 3	4	not adequate 5	no response
181 (57%)	98 (31%)	33 (10%)	1 (0%)	2 (1%)	59

6. c. How are these publications useful? (check all that apply)

	Yes	No	No Response
enhance participation in the PSRMLS network	182 (59%)	125 (41%)	67
enhance resource sharing efforts among libraries	181 (59%)	126 (41%)	67
assist in improving library services	234 (76%)	73 (23%)	67
assist in implementation of new services/new policies	105 (34%)	202 (66%)	67
assist in in-services training/staff development	114 (37%)	193 (63%)	67
other, specify:	15 (5%)	292 (95%)	67
no benefit	9 (3%)	298 (97%)	67

7. To what extent have PSRMLS programs and services (union list activities, resource-sharing programs, etc.) encouraged resource-sharing between you and other health sciences libraries?

	very much 1	2	somewhat 3	4	not at all 5	no response
union list activity	149 (53%)	46 (16%)	30 (11%)	13 (5%)	42 (15%)	94
interlibrary loan coordination	125 (46%)	67 (25%)	40 (15%)	7 (2%)	33 (12%)	102
resource-sharing seminar	37 (18%)	41 (20%)	49 (23%)	18 (8%)	64 (31%)	165
newsletter articles on resource sharing	43 (18%)	48 (20%)	70 (29%)	21 (8%)	61 (25%)	131

B. LIBRARY DEVELOPMENT

1. Type of Institution: (check one)

	Yes	No
hospital	374 (100%)	0 (0%)
academic	2 (1%)	372 (99%)
other health related	1 (1%)	373 (99%)

2. If you are in a hospital, indicate the number of beds:

Number of Beds	0-99	100-199	200-399	400+	No Response
	100 (28%)	77 (21%)	113 (31%)	70 (20%)	13

3. Check the statement below which best describes your library: (check one)

	Frequencies	Percentage
a library with a collection and full-time or part-time staff	284	76%
a library with a collection but not staffed	70	19%
no central collection--journal subscriptions & book purchases are handled by each department	18	5%
no response	2	

4. a. Is the library open to all staff at your institution?

b. If no, what are the restrictions?

	Yes	No	No With Restrictions	No Response
Frequencies	15 (4%)	346 (96%)	1 (0%)	12

5. Who is responsible for the medical library?

	Number	
librarian	254	(69%)
secretary	20	(5%)
medical staff member	11	(3%)
other, specify:	81	(22%)
no response	8	(2%)

Other--Specific Responses

Department or Title	Number of responses
Medical Records Personnel	42 (36%)
Medical Staff Coordinator	12 (11%)
Library Clerk/Technician	11 (9%)
Educator/Instructor	9 (8%)
Library Consultant	9 (8%)
Technical (nurse, pharmacist, OR tech, med tech, res assoc)	7 (6%)
Volunteer	6 (5%)
Administration	5 (4%)
No staff/no library	5 (4%)
Library Committee	4 (3%)
CME Committee/Coordinator	3 (3%)
Medical Research	1 (1%)
Patient Librarian	1 (1%)
Physician	1 (1%)

6. How many full-time salaried equivalents are on the library staff?

0-1.5	1.5-3.5	3.5-5.5	5.5-7.5	over 7.5	No Response
128 (55%)	65 (193%)	26 (11%)	7 (3%)	7 (3%)	141

7. List by number of individuals the highest educational level of those on the library staff:

	Average	Minimum Number	Maximum Number	Number of Responses
1-12 years of schooling	1.46	0	5	108
B.A. degree	1.35	0	7	96
M.L.S. degree	1.34	0	7	186
Other, specify	1.32	1	8	102

8. Do any library staff participate in continuing education activities?

Yes	No	No Response
295 (83%)	59 (17%)	20

9. Do any library staff belong to library organizations, associations?

Yes	No	No Response
263 (74%)	94(26%)	17

10. What is the total number of books (including textbooks) in the collection?

Number of Books	Frequency	Percent
0-500	161	46%
501-1000	50	14%
1001-1500	25	7%
1501-2000	19	6%
2001-2500	10	3%
over 2500	83	24%
No response	26	

11. Approximately what percentage of these books were published within the last 5 years? _____%

Percentage of Books Published Within Last 5 Years	Frequency	Percent
1-25%	96	28%
26-50%	110	33%
51-75%	64	19%
76-100%	67	20%
No response	37	

	Yes	No	No Response
Is your book collection classified?	295 (84%)	56 (16%)	23
Are books cataloged?	317 (88%)	44 (12%)	13

What is the total number of periodical titles currently received?

Number of Titles	Frequency	Percent
0-50	125	38%
51-100	36	11%
101-150	48	15%
151-200	39	12%
201-250	16	5%
251-400	27	8%
401-600	21	7%
over 600	13	4%
No response	49	

15. How are your journals arranged?

	Frequency	Percent
alphabetically	310	(88%)
classification order	17	(5%)
other, specify:	27	(8%)
no response	20	

A-34

Other arrangements specified:	Frequency	Percent
no arrangement	12	(38%)
subject	11	(34%)
chronologically	6	(19%)
in storage	1	(3%)
alphabetical	1	(3%)

16. Do you make available to users a list of the journals to which the library subscribes?

Yes	No	No Response
288 (81%)	67 (19%)	19

17. What is the total number of audiovisual titles in the collection?

Titles	Frequency	Percent
0	2	1%
1-100	122	59%
101-200	26	12%
201-400	20	10%
over 400	37	18%

	Yes	No	No response
18. Is your audiovisual collection classified?	85 (34%)	162 (66%)	127
19. Are audiovisuals cataloged?	104 (41%)	147 (59%)	123
20. Do you weed (discard old materials from) your collections?	338 (95%)	17 (5%)	19

21. What indexes/catalogs are in your collection?

	Yes	No	No Response
Index Medicus	230 (67%)	112 (33%)	32
Abridged Index Medicus	164 (48%)	177 (52%)	33
Cumulative Index to Nursing and Allied Health Literature	226 (66%)	114 (34%)	34
International Nursing Index	76 (22%)	264 (78%)	34
Hospital Literature Index	192 (57%)	147 (43%)	35
Medical Books and Serials in Print	184 (54%)	155 (46%)	35
NLM Audiovisuals Catalog	88 (26%)	251 (74%)	35

22. When the library is closed, are keys available to prospective users?

Yes	No	No Response
295 (87%)	46 (13%)	33

23. Which of the following services does the library offer to users? (Check all that apply)

	Yes	No	No Response
manual compilation of bibliographies	194 (55%)	157 (45%)	24
computer searches (either onsite or from other libraries)	288 (82%)	62 (18%)	24
photocopies of tables of contents	204 (58%)	146 (42%)	24
journal routing	152 (43%)	198 (57%)	24
photocopying for users	294 (84%)	56 (16%)	24
translations	20 (6%)	330 (94%)	24
interlibrary loans - borrowing	321 (92%)	29 (8%)	24
interlibrary loans - lending	258 (74%)	92 (26%)	24
reference	284 (81%)	66 (19%)	24
Selective Dissemination of Information (SDI)	132 (38%)	218 (62%)	24
clinical librarianship	26 (7%)	323 (93%)	24
LATCH (Literature Attached to Charts)	22 (6%)	327 (94%)	24
advertising library services via newsletters, new acquisitions lists, etc.	229 (65%)	121 (35%)	24
user orientation/instruction	222 (63%)	128 (37%)	24

24. Is the library involved in: (Check all that apply)

	Yes	No	No Response
consortia or networks	204 (79%)	53 (21%)	117
union lists	218 (87%)	34 (13%)	122
cooperative acquisitions projects	57 (23%)	193 (77%)	124
outreach or extension services to other institutions	75 (30%)	174 (70%)	125

25. How many items does your library request through interlibrary loan each year (photocopy or original)?

Number of Items Borrowed	Frequency	Percent
0-25	60	20%
26-50	18	6%
51-75	9	3%
76-101	10	3%
101-150	16	5%
151-200	15	5%
over 200	166	56%
No Response	80	

26. How many items does your library lend through interlibrary loan each year (photocopy or original)?

Number of Items Lent	Frequency	Percent
0-25	44	20%
26-50	21	10%
51-75	6	3%
76-101	12	5%
101-150	20	9%
151-200	13	6%
over 200	103	47%
No Response	155	

27. Does the library have a separate budget?

Yes	No	No Response
275 (82%)	62 (18%)	37

28. What perecentage of your library users are: (Estimate)

	Average Percent	Minimum Percent	Maximum Percent
doctors	42%	11%	66%
nurses	25%	3%	41%
administrators	04%	0%	21%
researchers	12%	1%	43%
other health-related users	08%	1%	22%
patients	03%	0%	9%
non-health-related users	06%	0%	34%

APPENDIX C

DATA COMPARISONS WITH 1969 AND 1970 SURVEYS AND CORE DATA INFORMATION

Comparison of 1971 Data with 1984 Data

Comparison of 1969 Data with 1984 Data

Existence of Core Services and Resources

COMPARISON OF 1971 DATA

WITH 1984 DATA

TABLE 1

Comparison of 1971 and 1984 Staffing Levels

# of FTE Staff	1971 # of Libraries	%	1984 # of Libraries	%
0-1	88	84%	36	42%
2-3	11	10%	31	36%
4-5	2	2%	10	12%
6-7	1	1%	5	6%
over 7	3	3%	3	4%

TABLE 2

Classification of Monographs

1984	FREQUENCY / PERCENT / ROW PCT / COL PCT	1971 MISSING	1971 NO	1971 YES	TOTAL
	MISSING	1 . . .	0 . . .	3 . . .	. .
	NO	1 . . .	6 4.72 50.00 28.57	6 4.72 50.00 5.66	12 9.45
	YES	1 . . .	15 11.81 13.04 71.43	100 78.74 86.96 94.34	115 90.55
	TOTAL	. .	21 16.54	106 83.46	127 100.00

TABLE 3

Journal Holdings List

1984	FREQUENCY / PERCENT / ROW PCT / COL PCT	1971 MISSING	1971 NO	1971 YES	TOTAL
	MISSING	0 . . .	2 . . .	4 . . .	. .
	NO	1 . . .	2 1.60 20.00 20.00	8 6.40 80.00 6.96	10 8.00
	YES	1 . . .	8 6.40 6.96 80.00	107 85.60 93.04 93.04	115 92.00
	TOTAL	. .	10 8.00	115 92.00	125 100.00

TABLE 4

Collection Weeding

FREQUENCY / PERCENT / ROW PCT / COL PCT	1971 MISSING	NO	YES	TOTAL
MISSING	1 . . .	1 . . .	1 . . .	. .
NO	2 . . .	3 2.61 60.00 4.76	2 1.74 40.00 3.85	5 4.35
YES	13 . . .	60 52.17 54.55 95.24	50 43.48 45.45 96.15	110 95.65
TOTAL	. .	63 54.78	52 45.22	115 100.00

TABLE 5

Index Medicus and/or Abridged Index Medicus

FREQUENCY / PERCENT / ROW PCT / COL PCT	1971 MISSING	NO	YES	TOTAL
MISSING	0 . . .	6 . . .	5 . . .	. .
1984 YES	3 . . .	20 16.81 16.81 100.00	99 83.19 83.19 100.00	119 100.00
TOTAL	. .	20 16.81	99 83.19	119 100.00

TABLE 6

Manual and/or Computer Bibliographies

1984 \ 1971	MISSING	NO	YES	TOTAL
	3	11	1	.
MISSING	.	.	.	.
	.	.	.	
	.	.	.	
	7	40	71	111
YES	.	36.04	63.96	100.00
	.	36.04	63.96	
	.	100.00	100.00	
TOTAL	.	40	71	111
	.	36.04	63.96	100.00

TABLE 7

Reference Services

1984 \ 1971	MISSING	NO	YES	TOTAL
	0	6	2	.
MISSING	.	.	.	.
	.	.	.	
	.	.	.	
	3	6	3	9
NO	.	5.08	2.54	7.63
	.	66.67	33.33	
	.	20.69	3.37	
	4	23	86	109
YES	.	19.49	72.88	92.37
	.	21.10	78.90	
	.	79.31	96.63	
TOTAL	.	29	89	118
	.	24.58	75.42	100.00

TABLE 8

ILL Borrowing

FREQUENCY / PERCENT / ROW PCT / COL PCT	1971 MISSING	NO	YES	TOTAL
MISSING	0 . . .	3 . . .	5 . . .	. .
1984 NO	1 . . .	1 0.83 20.00 4.00	4 3.31 80.00 4.17	5 4.13
YES	3 . . .	24 19.83 20.69 96.00	92 76.03 79.31 95.83	116 95.87
TOTAL	. .	25 20.66	96 79.34	121 100.00

TABLE 9

ILL Lending

FREQUENCY / PERCENT / ROW PCT / COL PCT	1971 MISSING	NO	YES	TOTAL
MISSING	0 . . .	6 . . .	2 . . .	. .
1984 NO	6 . . .	13 11.11 86.67 28.89	2 1.71 13.33 2.78	15 12.82
YES	2 . . .	32 27.35 31.37 71.11	70 59.83 68.63 97.22	102 87.18
TOTAL	. .	45 38.46	72 61.54	117 100.00

COMPARISON OF 1969 DATA

WITH 1984 DATA

TABLE 10

Relative Frequencies of Responses to the Number of People Responsible for the Library

	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
Librarian	40%	69%	72%
Secretary	16%	5%	4%
Medical Staff Member	15%	3%	3%
Other	28%	22%	21%

TABLE 11

Relative Frequencies of Responses to the Number of Books Owned

Number of Books	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
0-500	61%	46%	39%
501-1000	15%	14%	14%
1001-1500	4%	7%	10%
1501-2000	3%	5%	5%
2001-2500	3%	3%	3%
2501+	14%	24%	28%

TABLE 12

Relative Frequencies of Responses to Percent of Books Published in the last Five Years

Percent of Books	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
0-25%	67%	28%	28%
26-50%	15%	33%	30%
51-75%	11%	19%	20%
76-100%	7%	20%	22%

TABLE 13

Relative Frequencies of Responses to the Percent of the Number of Books Classified

	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
Classify Books	46%	16%	12.5%
Do not Classify Books	54%	84%	87.4%

TABLE 14

Relative Frequencies of Responses to the Number of Periodical Titles

Number of Titles	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
0-50	68%	38%	34%
51-100	11%	11%	9%
101-150	8%	15%	14%
151-200	5%	12%	14%
201-250	3%	5%	7%
251+	5%	19%	22%

TABLE 15

Relative Frequencies of Response to
Percent Compiling Bibliographies

	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
Compile Bibliographies	70%	100%	100%
Do Not Compile	30%	0	0

TABLE 16

Relative Frequency of Response to Percent
Routing Tables of Contents

	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
Route	22%	58%	57.5%

TABLE 17

Relative Frequency of Responses
to Photocopy Service Provided

	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
Provide Photocopies	41%	84%	84.5%

TABLE 18

Relative Frequency of Responses
to Translation Service Provided

	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
Provide Translation	3%	6%	6%

TABLE 19

Relative Frequency of Responses to
Borrowing on Interlibrary Loan

Number of Loans	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
0-25	68%	20%	17%
26-50	3%	6%	4%
51-75	3%	3%	3%
76-100	2%	3%	3%
101-150	5%	5%	6%
151-200	5%	5%	5%
200+	14%	56%	62%

TABLE 20

Relative Frequency of Responses to Lending on Interlibrary Loan

Number of Loans	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
0-25	83%	20%	15%
26-50	8%	10%	12%
51-75	1%	3%	2%
76-100	1%	5%	3%
101-150	2%	9%	12%
151-200	1%	6%	4%
201+	4%	47%	51%

TABLE 21

Relative Frequency of Responses to Number of Full-Time Staff

Number of Full-Time Staff	All 1969 Data	All 1984 Data	Hospitals Responding in both 1969 and 1984
0-5	88%	94%	95%
6-10	10%		
11-15	1%	6%	5%
16-20	0%		
20+	0%		

EXISTENCE OF CORE SERVICES

AND RESOURCES

TABLE 22

Frequency of Number of Core Elements Lacking--All Libraries

NUMBER OF ELEMENTS LACKING	NUMBER OF LIBRARIES	CUM FREQ	PERCENT	CUM PERCENT
1	61	61	22.427	22.427
2	52	113	19.118	41.545
3	29	142	10.662	52.207
4	10	152	3.676	55.883
5	21	173	7.721	63.604
6	20	193	7.353	70.957
7	8	201	2.941	73.898
8	16	217	5.882	79.78
9	14	231	5.147	84.927
10	13	244	4.780	89.707
11	7	251	2.573	92.28
12	7	258	2.573	94.853
13	6	264	2.206	97.059
14	3	267	1.103	98.162
15	5	272	1.838	100.000

TABLE 23

Number of Libraries Lacking Each Core Element

Core Element	Number of Libraries
an audiovisual collection	169
library services advertising	145
library staff	141
nursing indexes	134
interlibrary lending	116
reference services	90
journal holdings list	86
classification of monographs	79
staff participation in continuing education	79
compilation of bibliographies	71
interlibrary borrowing	53
a current periodical collection	49
Index Medicus and/or *Abridged Index Medicus*	39
collection weeding	36
a monograph collection	26

TABLE 24

Number of Times Each Core-Question
Eliminated a Library That Had M.L.S. Personnel

(Total number of non-core libraries with M.L.S. personnel that were missing only one core element = 44)

Core Question	Number of Eliminations
Staff	4
Staff C.E.	1
Books	0
Classified	1
Current Journals	3
Journal List	3
Audiovisuals	21
Weeding	0
IM or AIM	0
Nursing Index	4
Bibliographies	0
ILL Borrowing	0
ILL Lending	1
Reference	0
Advertising	6

TABLE 25

Core Libraries by M.L.S. Degree

FREQUENCY / PERCENT / ROW PCT / COL PCT	NO M.L.S.	HAS M.L.S.	TOTAL
NOT CORE	172 45.99 63.24 91.01	100 26.74 36.76 54.05	272 72.73
CORE	17 4.55 16.67 8.99	85 22.73 83.33 45.95	102 27.27
TOTAL	189 50.53	185 49.47	374 100.00

TABLE 26

Frequency of Number of Core Elements Lacking--
Libraries without M.L.S. Personnel

NUMBER OF ELEMENTS LACKING	NUMBER OF LIBRARIES	CUM FREQ	PERCENT	CUM PERCENT
1	17	17	9.884	9.884
2	22	39	12.791	22.674
3	14	53	8.140	30.814
4	9	62	5.233	36.047
5	17	79	9.884	45.930
6	19	98	11.047	56.977
7	7	105	4.070	61.047
8	13	118	7.558	68.605
9	13	131	7.558	76.163
10	13	144	7.558	83.721
11	7	151	4.070	87.791
12	7	158	4.070	91.860
13	6	164	3.488	95.349
14	3	167	1.744	97.093
15	5	172	2.907	100.000

TABLE 27

Frequency of Number of Core Elements Lacking--
Libraries with M.L.S. Personnel

NUMBER OF CORE ELEMENTS LACKING	NUMBER OF LIBRARIES	CUM FREQ	PERCENT	CUM PERCENT
1	44	44	44.000	44.000
2	30	74	30.000	74.000
3	15	89	15.000	89.000
4	1	90	1.000	90.000
5	4	94	4.000	94.000
6	1	95	1.000	95.000
7	1	96	1.000	96.000
8	3	99	3.000	99.000
9	1	100	1.000	100.000

TABLE 28

Frequency of Core Elements Lacking in Non-M.L.S. Libraries
(Total number of non-core, non-M.L.S. libraries = 172)

Core Element	Number of Libraries Lacking
Staff	117
Staff C.E.	66
Books	22
Classified	73
Current Journals	40
Journals List	72
Audiovisuals	118
Weeding	35
IM or AIM	36
Nursing Index	106
Bibliographies	67
ILL Borrowing	50
ILL Lending	91
Reference	83
Advertising	118

Noncore Libraries:

TABLE 29

Total Number of PSRMLS Service
Used by Noncore Libraries and
by Core Libraries

# Services	FREQ	CUM. FREQ	PERCENT	CUM. PERCENT
0	22	22	5.88	5.88
1	18	40	4.81	10.70
2	15	55	4.01	14.71
3	25	80	6.68	21.39
4	17	97	4.55	25.94
5	15	112	4.01	29.95
6	28	140	7.49	37.43
7	17	157	4.55	41.98
8	14	171	3.74	45.72
9	14	185	3.74	49.47
10	15	200	4.01	53.48
11	10	210	2.67	56.15
12	18	228	4.81	60.96
13	19	247	5.08	66.04
14	7	254	1.87	67.91
15	5	259	1.34	69.25
16	4	263	1.07	70.32
17	2	265	0.53	70.86
18	0	265	0.00	70.86
19	0	265	0.00	70.86
20	2	267	0.53	71.39
21	0	267	0.00	71.39
22	1	268	0.27	71.66
25	1	269	0.27	71.93
26	0	269	0.00	71.93
29	1	270	0.27	72.19
30	1	271	0.27	72.46
34	0	271	0.00	72.46
52	1	272	0.27	72.73

Core Libraries:

# Services		FREQ	CUM. FREQ	PERCENT	CUM. PERCENT
0		0	272	0.00	72.73
1		0	272	0.00	72.73
2		0	272	0.00	72.73
3		0	272	0.00	72.73
4	*	2	274	0.53	73.26
5	*	2	276	0.53	73.80
6	***	6	282	1.60	75.40
7	**	3	285	0.80	76.20
8	******	11	296	2.94	79.14
9	*****	9	305	2.41	81.55
10	***	5	310	1.34	82.89
11	******	11	321	2.94	85.83
12	****	8	329	2.14	87.97
13	*****	9	338	2.41	90.37
14	***	5	343	1.34	91.71
15	****	7	350	1.87	93.58
16	****	7	357	1.87	95.45
17	**	4	361	1.07	96.52
18	***	5	366	1.34	97.86
19	*	1	367	0.27	98.13
20		0	367	0.00	98.13
21	*	2	369	0.53	98.66
22	*	2	371	0.53	99.20
25		0	371	0.00	99.20
26	*	2	373	0.53	99.73
29		0	373	0.00	99.73
30		0	373	0.00	99.73
34	*	1	374	0.27	100.00
52		0	374	0.00	100.00

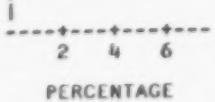

TABLE 30

Frequency of Core Elements Lacking in M.L.S. Libraries
(Total number of M.L.S. non-core libraries = 100)

Core Element	Number of Elements Lacking
Staff	24
Staff C.E.	13
Books	4
Classified	6
Current Journals	9
Journals List	14
Audiovisuals	51
Weeding	1
IM or AIM	3
Nursing Index	28
Bibliographies	4
ILL Borrowing	3
ILL Lending	25
Reference	7
Advertising	27

APPENDIX D

SUMMARY OF COMMENTS TO QUESTION 29

1984 PSRMLS EVALUATION QUESTIONNAIRE

ID Number	Comment
2	The library here at Watsonville is in dire need of organization, upgrading and just general TLC. Have finally secured a reliable volunteer who is helping me with the weeding out and organizing aspects. Will use MARCIVE Catalog system as soon as books are purged. EBSCO does subscriptions.
4	It is very reassuring to know that PSRMLS is there to advise, counsel, and help when there is a need. Also appreciate their willingness to discuss and listen to any problems that you may encounter along the way. Thank you for being there.
10	What would I do without you! Thanks a bunch.
17	I wish that the RML's would reneogotiate with MLA what kind of workshops they can give. In Hawaii, at least, all of our institutions which have libraries, also have library staff who are far more experienced that the audience at which your workshops aim. I attended the one on ILL and was very disappointed because it was so basic. I have noticed a change in the attitude of whoever does your scheduling. When I first came to work in Hawaii, our little MLG would be called by PSRMLS and asked when would be a good time to come out and what sorts of topics would be of interest. The latest workshop, which is scheduled for 26-27 June, was announced by PSRMLS without negotiation. The cover letter says that it is aimed at the person with little or no library experience. I can't imagine who you expect to show up. I understand that the original time selected was not convienient but that it was difficult to get your office to change it.
19	I have not completed this survey since our Library consists of a bookshelf containing mostly journals.
25	If not for a PSRMLS consultation this hospital may not have hired me nor planned a new adequate facility. Also, thanks to the help of PSRMLS, a presentation on Medlars to our medical staff executive committee resulted in staff support (they brought the computer terminal) to become a Medline center. I am grateful to PSRMLS for all the workshops on "how to's" and have come to rely on PSRMLS to keep me updated. (Workshops and newsletter). I have never been disappointed in presentation or content. I know the time and money I spend is well worth it. I cannot praise the service enough for all the help I get.

ID #	Comments
26	PSRMLS has been a great asset to this librarian. My thanks.
28	Sorry this is late-the completion of this questionnaire was sandwiched between some major projects-I found that no matter how many statistics I keep, they are never the right ones-this is my year for organizational changes, planning, formalization (getting it in writing) and looking at technological change-
30	This is a new library just completing its first year.
33	PSRMLS staff have always been excellent librarians and trainers. In fact in my early years "in the business" they were my role models! I have never attended a training session that wasn't of the highest calibre. I have always appreciated the concern, enthusiasm and willingness to help exhibited by RML staff. Thanks! (My first class at the RML was in 1973!)
37	I'll go to workshops in Tucson. Elsewhere is usually too far. Last year I attended an Army Library Institute and some of its workshops. As for interlibrary loan, as a military medical library we're to go to non-military sources only if we can't obtain what we need from a military one. We also have an Army consultant we can call on.
41	Ours is a small library with mainly reference volumes requested by SHS Clinicians and Health Educator. Currently we are in the process, as time allows, of up-dating items. The Student Health Service does have a Library Committee chaired by a physician. The past two years it has not been very active, but is expected to become more so during this Summer. University students are allowed access to the Library for special projects.
47	Your workshops on Small Hospital Libraries, material provided, and the resources we can offer our doctors makes us feel far less isolated and rural. The doctors feel the same way-like being able to request searches, resources on subjects which usually relate directly to patient care, and always relate at least indirectly.
48	Institution is no longer a Hospital-It is a long term care facility of 46 beds.
50	Not that familiar with PSRMLS services, Our library-not centrally located, but in several prof. staff persons offices-is not that large. It use to be centrally located and staffed by a part-time person, but when we moved to smaller offices much was sent to public library and it was thinned down before moving.
54	Being new to Medical Librarianship, I have needed a great deal of help and PSRMLS has been extremely supportive.
60	Thanks for your great support and publications!

ID #	Comment
63	The Grimmer Health Sciences Library was officially opened September 22, 1981. Before this time it was (the library) one bookshelf on the floor/ward of unused patient room; available only for physician use. First librarian did not have medical librarian background, but set up collection, started subscriptions. Administration approved all employee access-not limited to physicians.
64	Without the help and kind understanding of Julie Kesti and Elaine Graham, our library would never have gotten off the ground. Keep up the good work.
69	The assistance of the PSRMLS has been a wonderful support to our Health Science Library. When I find myself unable to solve a search problem, there is the handy phone and a helping voice to assist. The class for Medline set me on the searching path and has made a great impact on requesters who come for information. Thanks to one and all.
73	The PSRMLS Consulting and Training Class in Reno, NV in April of 1984 was very beneficial to me as a new Library Technician. The Literature received from that class has been a real asset, as it is much used reference material.
75	The existence of the UCLA Biomed Library Training and Consulting Service is invaluable to this Medical Library. We are so far removed from centers of education and medicine that our outreach has had to be developed. We are in ourselves a "medical center" for our rural valley even though a small hospital. Many depend on our resources and we in turn depend on the resources provided by PSRMLS either directly or by their direction. Without them we could not exist as a viable and updated Medical Library. With them, approximately 17,000 people, over 50 physicians and innumerable nurses and allied health care people in our 300 mile radius enjoy the references and resources of our Medical Library.
78	We have no Medlars at Palomar and therefore I did not answer the first portion. The second portion is a guess since I've only been here 1 month and the Medical Staff secretary has only been here 6 months.
80	Just started this year to organize medical library. The library was incorporated with medical records until last month.
87	Thank you very much for the very informative visit. I believe our library will benefit from your services. Good luck with your data collection.

ID #	Comment
89	Excellent questionnaire!
96	I have been asked twice that I can remember to obtain a copy of a journal article. I am at a loss as to how to obtain copies of articles, from whom, the procedure, etc.
98	This is a psychiatric hospital. The library service is new but will develop. I visit once a month. I attend quarterly Library Committee meetings. It takes time to fill out all the questionnaires I receive. I'm at each of my libraries so infrequently and such a short time, it's a chore, particularly as most of my work bypasses ILL etc. as I use UCI Biomed Resources directly.
100	Please continue your basic skill workshops. For small isolated hospitals such as exist in the west, these workshops are often the only form of practical training and/or continuing education for the hospital librarian. Keep up the good work. PSRMLS is doing a super job!
105	Our experience with backup reference service has not been successful, but that is based on a very limited number of attempts (2). From the standpoint of a hospital librarian, the service would have to be available thru PSRMLS at least 8 hours a day and 5 days a week, with PSRMLS seeing that coverage is always maintained. Both times we tried, the reference person was not available and there was no one else performing the service. A promise of a call-back in a few days or 2 week would not satisfy some library patrons. Again-this is a very limited experience.
108	We have a small but fairly current library with very current monographs for the major medical systems. We are members of the North Valley Consortium and look through this membership to develop cooperative sharing of library materials.
115	You neglected to question us concerning your staff-the key to your excellence. Their enthusiasm, knowledge, and sincere interest in making the regional network a success is quite evident. I appreciate the personalized assistance I have received from the staff of PSRMLS, feel that I do not have to hesitate in asking for assistance in any library matters. Keep up the good work!
121	Our library is not a regular full scale medical library. We have mostly Health Ed. related topics on the shelves: smoking, alcohol, drug information, family planning and many 16 mm films relating to this area.
122	We are truly interested in attending the workshop scheduled at your library or area. And also would like to receive the information on any seminars or on-the-job (OJT) training courses which may be held in your area. It would be much appreciated if you would send the information in advance with application.
123	We do refer proole to staff at PSRMLS if they have questions about training sessions being offered. Also for Medline set-up questions.

ID #	Comment
125	Our library is almost non-existent. We hope to some day have a budget and organization and expansion into a useful service.
127	PSRMLS services are invaluable, and much appreciated.
136	I hope this isn't too late. I misread July 4 instead of June 4!
137	Hospital formerly Riverside Hosp.
138	Didn't know this service existed and would be very interested in receiving more information etc. since we are in the building stages of our current multi-disciplinary library.
148	The PSRMLS staff have contributed greatly to the development of this library, and to improving the quality of library services here at Roseville Community Hospital. The Medical Staff Secretary who was originally responsible for the library, prior to the hiring of a librarian in 1976, received her library knowledge from attending the PSRMLS library classes offered for non-librarians. In attending these classes, she realized that a trained librarian was necessary for the library to develop properly. I, as a librarian, have gained considerably throughout the fifteen (15) years of attending workshops offered by the PSRMLS staff. The quality of their workshops, and updates have been excellent.
155	Running the risk of sounding poetic-I wouldn't be as successful today wothout PSRMLS-the people, the organization, and the constant sharing of information. Literally every question is answered promptly, succinctly-and usually followed with paperwork. I am confident, successfully and damn good because of PSRMLS-thanks. Additionally-training an assistant was made painless with RML help. Finally, <u>our</u> job satisfaction directly correlates with availability of support from RML.
157	I am very appreciative of all the assistance provided by the PSRMLS all these years. Certainly the library at Children's Hospital has developed and improved because of these services.
158	The library runs smoothly through cooperation with other Kaiser libraries and PSRMLS, even though not a lot of time is alloted to library work. With the assistance of computer services, interlibrary loans, etc, much time is saved. And thanks for PSRMLS excellent service-
160	We have a health information library for the consumer-510 titles and 12 newsletter, magazine subs. Both medical and health info library are open to the public. No lending or interlibrary loans from medical library. $10.00 library cards are required before borrowing from Health Info library.

ID #	Comments
161	We are "attempting" to consolidate the medical staff and hospital library.
162	Regarding questions 25 & 26, these are actual figures for 7/82-6/83. It is interesting to note that if the figures for the current fiscal year are projected through June '84, the number borrowed will be 788, but the number lent 248, almost double the previous year! This is due, of course, to the NCNMLG Union List. Although we are still net borrowers by far, we are shouldering more of the load. It follows that the load is being more widely and more fairly distributed. This is certainly an area in which PSRMLS has played a crucial role.
167	Your program is especially valuable to those of us whom have no formal library training. Your continues support has allowed me to work in a very challenging and rewarding profession. I am still working on my B.A. degree and hope to get my M.L.S. degree in time. In the mean time, thank you for being there, and thank you for the workshops that have taught me so much.
168	PSRMLS is a lifesaver. It is a great assurance to know that there is a source to turn to whenever needed.
171	Library Services are in the process of being set up. Services should be in place by January, 1985.
174	Up until Nov. 1983, we had two Librarians running two libraries--Staff, Residents' and an AV Program. Since then there has been one librarian and one volunteer (6hrs. wk.) for the Staff Library and temporary help in the Resident's Library. This last year has been wild. Neither of us had been able to attend meetings. We have always been pleased with the help we have received from PSRMLS. Plans are now underway for Medline access.
178	The on-line updates, reference back up and help with difficult searches are services that I feel are essential for the one-man (or woman) librarian.
179	Clarification of distinction between classification and cataloging would be helpful. Non-professionals probably will not know the difference.
180	I visit this library once every 2 weeks for 4 hours. The key to the library and search requests are left with the Medical Staff Office, who contact me as necessary. In addition my services for searches are available on call at my home address via an answering machine.
185	I have found PSRMLS staff and services to be at a high professional level, always practical and related to my needs in the hospital library.

ID #	Comments
187	This is a very small library, adjacent to the Medical Records department who oversee operations. Two volunteers assist, a few hours a week. They check in journals and are in process of cataloging the books. A library committee composed of members of the professional staff make decisions as to purchases, etc. As there is no professional staff there is no reference, inter-library loan, on line, etc. cervice.
195	I continue to endorse the purposes and programs of PSRMLS. I believe the services are effective in promoting health information resources for health sciences libraries. At the time I organized this library in 1973, the consulting service provided the foundation I needed to establish a new library in a new hospital. The direction and advice I received then has worked well through the years and I continue to look to PSRMLS for leadership and information. I utilize the training programs for both new personnel and continuing education of staff and have found them to be of good quality. Of course, we smaller libraries could not provide good service to our users without the network for interlibrary loan. I feel that PSRMLS meets the goal to develop and improve health science libraries, and thanks!
202	If possible, I would like copies of: PSRMLS Newsletter Principles of Managing Audiovisual Materials and equipment. Also, I would like information on: SDI, LATCH, other ideas on advertising library services. Let me know charges. Thank you! Was Doctors Hosp, Phoenix (Now Humana Hospital Phoenix)
204	We have a separate patient's library which includes patient health education materials as well as some staff improvement materials. We receive a lot of support through the VA Library Network and From the U of A Health Sciences Center Library. We do see the impact of PSRMLS with the development of health sciences libraries in AZ in the past 5 years.
206	PSRMLS has been instrumental in the development of the Mercy Library and the training of its staff. The consulting service, training programs and reference tools are all excellent.
212	PSRMLS newsletter is helpful. We are too small to have own on-line computer altho' it may come.
214	PSRMLS staff is always friendly and helpful.
219	Would like RML to be involved in cost-effective studies of health svc. libraries in the health system.

ID #	Comments
222	PSRMLS has been most useful to me as a medical librarian and to the medical library, when they have helped to clarify library standards. I'd like to see PSRMLS work more closely with NCNMLG (and MLA) to focus in on the small, "one-man" Health Science Libraries of the Bay Area/Northern CA/Nevada. Goals: 1) To encourage MLA certification 2) To verify that libraries are aiming toward common standards 3) Report what most libraries do in situations/problems - Budget Simplificaiton - Serial consolidations = Record keeping - Vendors/automation/work simplification/time management 4) To clarify whether resource improvement grants are a possibility or not prior to months of grant proposal work by librarians
224	I have found the programs and services available from PSRMLS to be extremely valuable in terms of me being able to offer a higher level of library services to patrons of this library. It is often necessary for me to call on them for extended reference services for problems that I cannot solve in this library. Overall, I would rate them as a superior resource library.
225	We have a small hospital with small library. Limited space makes it difficult to increase our book supply. We are planning a separate building for certain departments and the library will be included in this. We are only 14 miles from our County hospital with a will staffed medical library and some of our doctors use it regularly.
229	The librarians at PSRMLS have always been very helpful. I'm glad you're there!!
236	Please continue to offer workshops for the small hospital library!
239	Find that PSRMLS resource people are invaluable in both communicating recent trends to the librarian working alone and very helpful and efficient in answering questions or directing us to resources.
241	When I first got my job as Medical Librarian at Antelope Valley Hospital (and had to move from the big city to the sticks), PSRMLS was there to help me to set up a small but effective library. PSRMLS has been there for me, throughout the years, as I've expanded my services. The librarians at PSRMLS have always been very, very pleasant, helpful and quick. I have always gotten an answer to whatever question I've called about. Perhaps more important than getting the information, though, has been getting the emotional support I've needed--I work in a relatively isolated area and am the only MLS in a Medical Library. PSRMLS has in many ways been my lifeline.

ID #	Comments
243	The Marina Hospital Library began formal service in January 1984. Statistics available are meaningless-except that demand is increasing every week.
249	We are in the process of discussion for getting Medline.
255	Many of these questions from updated to an evaluation of PSRMLS.
260	If it weren't for the continuing education programs offered in the San Joaquin Valley and throughout California by PSRMLS I would have never known where to begin when I first arrived at our institution. I had no previous experience in this field except as a high school student in library club. Thank you for my new career success!
264	As I've said many times, we're very fortunate to have the services of this particular regional library; it provides assistance when needed; relevant programs, timely updates, etc. We always feel confident any questions referred up there will receive attention and response in timely manner.
265	I have always found the continuing education courses beneficial to me even if I could not implement them in our library. They are well taught and the information has been pertinent to a hospital library. Thank you.
272	We have not developed our use of the PSRMLS services to its full potential as of yet. We have only recently attended a course offered at the University of Nevada at Reno and were greatly impressed by the course. Our facility is an Air Force Clinic and we are limited in what we are able to do. However, the basic information we received was very helpful in improving our services. We plan to attend more courses in the future and will utilize the PSRMLS for aid in the future.
275	University Affiliated Program Library is historical and research oriented within a multidisciplinary context. Its clientele has access to USC's Library, the Childrens Hospital Library, as well as the UAP Library itself. The AV collection until now has not been indexed in orthodox library or media fashion. Acquisitions is not done by a librarian, nor are the computer searches done in house.
276	The library is funded by the Estelle Doheny Eye Foundation, but serves both Foundation researchers (mostly non-clinical) and the USC Department of Ophthalmology. The library is staffed full-time by a Foundation employee (not a librarian), who also serves as editor and research assistant for the Foundation; the library is also staffed approximately 2 hours per day by a professional medical librarian on contract with the USC Norris Medical Library HITCH program. The library benefits indirectly by the participation of the Norris Medical Library in RML activities.

ID#	Comments
279	I visit this library once a month. I make recommendations for acquisitions once a year, but the budget is small. I make personal visits to UCI Biomedical Library for searches, photocopying articles, and to request the occasional computer search.
280	Your presentations have certainly been excellent and were most beneficial for the unusual circumstances from our facility. I would have had a difficult time "surviving" without your help.
281	Our library is very small and we don't have adequate space.
287	PSRMLS has been a direct, responsive influential element in the development of medical libraries in this region in the last decade. The excellent support given to developing libraries has caused an awareness of the importance of library services on the part of hospital administration. Most medical centers now recognize the need for a professionally trained librarian, even on a part-time or consultant basis. All libraries have benefited by following the lead of PSRMLS in the development of union lists and interlibrary loan cooperation. Consortia have been established with encouragement and help from PSRMLS. The implementation of Medline in the region has been orderly and efficient with the maximum efforts at cooperation. The excellent Medline training provided has made this possible. We feel that we have the best Regional Library Staff possible.
288	PSRMLS contributes significantly to the quality of library service to our users. Staff are of the highest caliber, and unfailingly helpful and supportive. The PSRMLS is instrumental in library resource sharing and networking activities in this area by providing leadership and advice to these extremely important and cost-effective extensions of medical library services.
290	Hospital library is served by a circuit rider program administered by USC Norris Medical library. Librarian spends 9 hours per week; searches, reference q's, photocopy requests. Full resources of USC available.
295	Keep up the good work! We thank you for being there.
298	This library is now in the process of being involved with an NLM Grant through the North San Joaquin Area Health Education Center (AHEC) for books for which we are qualified for participation with the Medical Library Consortium of 7 counties. We are also just beginning the workings of an Audiovisual Grant application together with our Nursing Inservice Director through this same AHEC as above.

ID #	Comments
299	PSRMLS provides support and contact personnel. Our services are greatly enhanced through our contact with PSRMLS. My confidence is also increased through the contact.
300	Since I have been here only since January 1984, some of the resources have not been fully utilized. What I have had a chance to use or participate in has been of great help in providing better service to our hospital staff.
308	We have increasingly used Medline out of U.C.I. for retrieval of abstracts and articles - the use will probably continue to increase.
309	We are restocking the library. Updating all outdated books, if budget allows-waiting arrival of new records officer.
312	PSRMLS and Staff have been like my "right hand man"; My "Good Girl Friday". They've been about as much help as I could ever hope for. Please allow them to have air conditioned offices, proper spacing and all they deserve to allow them to keep up the excellent work and services. Thanks PSRMLS!! You've been great throughout the many years and you've helped me grow.
319	Past six years have only worked a few hours a week and have not been able to attend library meetings and training programs as previously because of caring for a disabled family member.
320	Our library is greatly improved thanks to PSRMLS and NLM. Interest in the library and use of the library is steadily increasing. We are actually starting to fill requests from other hospital libraries.
322	The questionnaire is not designed for our kind of library (Resource Library), but we provided most answers as they apply. Sorry for being late.
329	I started in the library in March as Library Technician. Mrs. Peri Worthington of Travis has been my consultant and is still working with me on a monthly basis-there has been much improvement in this library since March, and we are doing many things still to improve. I hope to have this library well organized and my major tasks accomplished within the next 6 months.
337	I work very close with Good Samaritan Medical Center's Health Science Library. Any questions or problems and large amount of ILL requests go to them. Some of the questions do not pertain to me but I am sure do to them.

ID #	Comments
338	By virtue of having attended an Organization, Management & Services of a Small Hospital Library workshop, I became "Resource Librarian". This is the only training I have had---and I was very impressed with the comprehensive and well-organized material provided and the intensive (yet not over-whelming) way in which it was presented. The PSRMLS publications given me at that time are my "bibles". Thanks for being there!
341	We are a small acute care psychiatric hospital (35 beds) and are in the process of building a new facility on the grounds of a general hospital with slightly more space for a library which we are planning. We try to keep on hand library resource material which staff will use frequently. There is a medical school in Tucson and we use their facilities for literature searches and reference.
343	The Medical Staff Library at St. Rose de Lima Hospital is very small and informally operated. There are no full-time librarians, but I do have 2 elderly volunteers who check-in the books and journals for me. New books and journal subscriptions are obtained when a physician specifically requests their purchase. The Library is funded with monies from the Medical Staff dues.
344	The support and resource service offered by PSRMLS is excellent. The entire staff is very helpful, and always willing to assist us in our questions, projects and involvement in the health sciences and library areas.
345	PSRMLS Consultants were very helpful and supportive in the help given on a consortium grant that was written by a group in this area. PSRMLS staff has always been most helpful with ref and info questions, ILL requests when I had no place else to go-the service is top notch.
347	Breakdown of "users" can only be done on a random sampling basis in a one-person library. We are about to go Online so even these proportions will change!
350	As you can see, I am so new here that I don't really know how to answer some of the questions. I have tried and hope this evaluation is meaningful to you. This is a nice hospital, however, it is not fully up-to-date in the library. I really need your assistance from now on. I have applied for the Medline, proposed to purchase a microcomputer and try to fully catalog our collection in the near future. Hope I can give you some better or improved report next time.
368	AI - It is my understanding that PSRMLS organized the library at one time-separateing books and journals and putting the books in order by subject, although not cataloged.

ID #	Comments
377	Please understand that our library has not been in use for the past several years as we have been and presently are undergoing construction. I feel that our Medical Staff and Nursing Staff use other libraries in our area for their information, but have been assured that as soon as ours is set up (should be within the next year), it will be used a great deal. Since I am new on the job as a Medical Staff Coordinator, I have not found the time for training as a librarian before now; but I am now very interested in information in the field of Library Sciences. Specifically I am interested in the PSRMLS publications, Manual for Librarians in Small Hospitals and Cataloging Policies and Procedures for the Hospital Library. I am also interested in the results of this survey. As a result of non-use of our library, I have not thoroughly read through the materials you have sent; but the little I have read appears to be informative and I look forward to utilizing any and all services available.
379	Our medical staff is very small. Doctors utilize medical library of a larger general hospital where resource materials are available and where the bulk of their patients are. Samuel Mahelona Memorial Hospital is a 76 bed hospital with the following designations: 56 longterm care, 9 psychiatric, 11 tuberculosis. Up until recently this was a hospital with 2 hospital based physicians only and therefore the utilization of the library was very minimal. Doctors have reference resources from other hospitals or centralized medical library in the State or the continental U.S.
380	I am very pleased with your workshops, and have gotten a great deal of information from them. Please keep up the good work in our area!
384	Please note that we do not have a formal library. Each department in the hospital purchases reference books/books of interest to retain in their department. We keep a master list of those books available in each department as these books are available to all hospital and medical staff.
391	In 1968 we became a regional library. The staff at PSRMLS was very helpful in my original training and also provided quarterly workshops that helped in increasing my capabilities and use of the library. The help was excellent then and has continued to be so.
392	In the past two years that I've been here there were no activities going on to improve the library. We recently sent a volunteer to your latest workshop on Oahu. We would like to obtain a grant to update our library.

ID #	Comments
397	This survey from our hospital may not be much help do to the fact that we don't actually have a library other than books in the doctor's lounge.
403	Our staffing is supplemented by a crew of 5 very active volunteers, one of whom has attended several of the basic PSRMLS workshops. In general, I have found the PSRMLS workshops and staff to be very helpful, and the contact formed by attending PSRMLS activities have been invaluable. The strong spirit of cooperation which now exists among health sciences libraries in this region is due in large part to the example set by PSRMLS and the way PSRMLS fosters cooperation.
404	As a result of my attendance at the workshop on Organization, Management and Services of a Small Hospital Library, a number of improvements in library services have been recommended to hospital administration. I have been assured that a number of my suggestions will be implemented: 1) Line item for library budget 2) Part-time librarian 3) Computer access 4) Subscription service 5) Book purchasing service Several others.
406	Hospital auxillary member catalogues new acquisitions.
408	Many of my responses are necessarily estimates or outright guesses of the less than adequate records left for me. Sorry. P.S.-The questionnaire arrived late last Friday, 9/14/84-couldn't get to it until this morning, 9/17.
416	Our entire staff agrees that PSRMLS has consistently provided high quality workshops and services.
419	Our hospital library is not very big and not in a room by itself so it can be utilized to the fullest potential for all personnel.
420	I'm sorry I can't be of much help, but as you can see I'm new in this position, and have no one to retrieve this information from. I'd be interested in the book you listed, Manual for Librarians in Small Hospitals.
423	Library in process of reorganization due to remodeling of hospital.
425	PSRMLS is a valuable academic resource! We would like to work more closely with the PSRMLS programs and their planning.